PARAGRAPI NUMBER	Title	Narrative Description
C.5.3	Communications	
C.5.3.1	Wireless Voice and Data	
	Project Planning and Management	Number of wireless voice and or data service projects managed, planned (to include, but not limited to: feasibility study's, consults, customer requirements), designed, developed and tested.
	Studies Submitted	Number of Staffing actions submitted
	Consults Provided	
	Business Cases prepared	
	Design's created and submitted	
	Test's conducted	
	Certification's completed	
	Project's created and submitted	
	Wireless Voice and Data Services	Number of devices and services supported, operated, maintained, and managed in the installation and configuration of wireless data services, to include but not limited to wireless access points, wireless routers, wireless Network Interface Cards (NIC's), mobile/hand held satellite communications equipment, microwave radio (analog and/or digital long haul communications), cellular telephones, pagers and Personal Digital Assistant (PDA) devices.
	Routers installed	Enter the estimated number of times you install wireless routers per year.
	Routers configured	Enter the estimated number of times you configure wireless routers per vear.
	Routers deinstalled	Enter the estimated number of times you de-install wireless routers per vear.
	AP activated	Enter the estimated number of times you activate a wireless Access Point (AP) per year.
	AP configured	Enter the estimated number of times you configure a wireless Access Point (AP) per year.
	AP deactivated	Enter the estimated number of times you deactivate a wireless Access Point (AP) per year.
	Pagers activated	Enter the estimated number of times you activate a pager (e.g. Designated Agency Representative [DAR] action).
	Pagers deactivated	Enter the estimated number of times you deactivate a pager (e.g. Designated Agency Representative [DAR] action).
	Mobile satellites activated	Enter the estimated number of times you activate mobile satellites (includes but not limited to COTS such as Dish Network, DIRECTV and unique systems supporting watercraft, EOC's, DTOS, etc.)

PARAGRAPH NUMBER	Title	Narrative Description
	Mobile satellites deactivated	Enter the estimated number of times you deactivate a mobile satellite
		(e.g. submit a Telecommunication Service Order [TSO].
	Cellular telephone activated	Enter the estimated number of times you activate a cellular telephone
		(e.g. Designated Agency Representative [DAR] action).
	Cellular telephone deactivated	Enter the estimated number of times you deactivate a cellular telephone
		(e.g. Designated Agency Representative [DAR] action).
	PDA activated	Enter the estimated number of times that you activate a PDA (e.g.
		Blackberry - Designated Agency Representative [DAR] action).
	PDA deactivated	Enter the estimated number of times you deactivate a PDA (e.g.
		Blackberry - Designated Agency Representative [DAR] action).
	GPS activated	Enter the estimated number of times you activate a GPS device.
	GPS configured	Enter the estimated number of times you configure a GPS device.
	GPS deactivated	Enter the estimated number of times you deactivate a GPS device.
	Microwave radio activated (analog)	_ , , , , , , , , , , , , , , , , , , ,
	NA'	Estimate the number of times you activate a Microwave radio (analog).
	Microwave radio activated (digital)	Following the constant of the
	Microwave radio configured (analog)	Estimate the number of times you activate a Microwave radio (digital).
	l l l l l l l l l l l l l l l l l l l	Estimate the number of times you configure a Microuply radio (analys)
	Microwave radio configured (digital)	Estimate the number of times you configure a Microwave radio (analog).
	lviicrowave radio coringured (digital)	Estimate the number of times you configure a Microwave radio (digital).
	Microwave radio deactivated (analog)	Estimate the number of times you deactivate a Microwave radio
	liviiciowave radio deactivated (arialog)	(analog).
	Microwave radio deactivated (digital)	Estimate the number of times you deactivate a Microwave radio (digital).
	ivilorowave radio deactivated (digital)	Lestimate the number of times you deactivate a inforowave radio (digital).
	Microwave repeater installed (analog)	
	inneremate repeater inetailed (analog)	Estimate the number of times you install a microwave repeater (analog).
	Microwave repeater installed (digital)	25th ato the figure of three you motal a miorotrare repeater (analogy.
	(a.g,	Estimate the number of times you install a microwave repeater (digital).
	Microwave repeater configured (analog)	Estimate the number of times you configure a microwave repeater
	3, 1, (, , , ,)	(analog).
	Microwave repeater configured (digital)	Estimate the number of times you configure a microwave repeater
		(digital).
	Microwave repeater deactivated (analog)	Estimate the number of times you deactivate a microwave repeater
		(analog).
	Microwave repeater deactivated (digital)	Estimate the number of times you deactivate a microwave repeater
		(digital).
	Microwave repeater deinstalled (analog)	Estimate the number of times you de-install a microwave repeater
		(analog).
	Microwave repeater deinstalled (digital)	Estimate the number of times you de-install a microwave repeater
		(digital).

PARAGRAPH NUMBER	Title	Narrative Description
	Work Orders Submitted	Estimate the number of Work Orders submitted, to include but not
		limited to aforementioned devices.
	Work Orders completed	Estimate the number of Work Orders completed, to include but not
	·	limited to aforementioned devices.
		Enter the estimated number of times you add other types of wireless
	Add wireless data network component	data network components with the component name/description
	Remove wireless data network	
	component	Enter the estimated number of times you remove other types of wireless
		data network components with the component name/description
	Move wireless data network component	
	·	Enter the estimated number of times you move other types of wireless
		data network components with the component name/description
	Upgrade software wireless data network	Enter the estimated number of times you upgrade software other types
	component	of wireless data network components with the component
		name/description
	Upgrade hardware wireless data network	Enter the estimated number of times you upgrade hardware on other
	component	types of wireless data network components with the component
		name/description
	Replace failed parts on wireless data	Enter the estimated number of times you replace failed parts on other
	network component	types of wireless data network components with the component
	·	name/description
	Modify configuration of wireless data	Enter the estimated number of times you modify configuration of other
	network component	types of wireless data network components with the component
	·	name/description
	Troubleshoot wireless data network	
	component	Enter the estimated number of times you troubleshoot other types of
		wireless data network components with the component name/description
	Contact technical support for wireless	Enter the estimated number of times you contact technical support for
	data network component	other types of wireless data network components with the component
	·	name/description
	Add wireless data network component	Enter the estimated number of times you add other types of wireless
		data network components with the component name/description
	Provide modified documentation	Enter the estimated number of times you modified documentation after
		new installs/upgrades of other types of wireless data network
		components per month.
	Provide unique service	Enter the any other unique service performed for wireless data network
	'	components and the number of times per month performed with a
		description.
C.5.3.2	Voice Services (wired)	'
	A Project Completed	

PARAGRAPH NUMBER	Title	Narrative Description
	Replacement Plan for Wired Voice equipment Developed	Enter the number of plans developed for replacement of wired voice communications equipment. Include consultation with customers regarding requirements and technical solutions and development of technical proposals. 1 unit per plan developed. If not applicable, enter ""0"".
	Develop Plans	Enter the estimated number of times per month where you develop agency specific Voice Services (Wired) tactical, strategic, and project plans including documentation. If not applicable, enter ""0"".
	Develop Estimates	Enter the estimated number of times per month you develop Voice communications designs for new facility construction, expansions, remodeling, and relocations including accommodations for legacy equipment, physical security, new equipment installation, removal of old equipment, cabling, power systems, cost estimates, and project timelines. If not applicable, enter ""0"".
	Review submitted projects	Enter the estimated number of times per month you review submitted Voice communications projects including cost estimates, new designs, design updates, specifications, and facility designs. If not applicable, enter ""0"".
	Perform Risk assessment	Estimate the number of times per month you prepare risk assessments for planned network changes. If not applicable, enter ""0"".
	Prepare documents for changes	Estimate the number of times per month you prepare, plan and document planned Network configuration changes. Include required software patches, upgrades, and changes to achieve targeted planned change. If not applicable, enter ""0"".
	Test and evaluate plans	Estimate the number of times per month you test and evaluate planned Voice communications (wired) configuration changes. Include software patches, upgrades, and changes. If not applicable, enter ""0"".
	Perform backup	Estimate the number of times per month you perform back-up of Network configuration prior to and after planned configuration software changes.
	A Device and Service Provided	
	Circuits troubleshot and troubles cleared	Enter the estimated number of times per month where your interaction with a LEC, C-LEC, FTS, or FTS-DAR is used to troubleshoot and clear main voice problems. Use""1""per instance. If not applicable, enter ""0"".
	Voice Circuit Installed	Enter the estimated number of times you install voice circuits per month, FTS, LEC, C-LEC, Microwave, T-1.Use ""1"" per instance. If not applicable, enter ""0"".

PARAGRAPH NUMBER	Title	Narrative Description
	Voice Circuit Upgraded	Enter the estimated number of times you Upgrade voice circuits per month, FTS, LEC, C-LEC, Microwave, T-1.Use ""1"" per instance. If not applicable, enter ""0"".
	Voice Circuit Disconnected	Enter the estimated number of times you Disconnect voice circuits per month, FTS, LEC, C-LEC, Microwave, T-1. Use ""1"" per instance. If not applicable, enter ""0"".
	ISDN Circuit requested to be installed	Enter the estimated number of times you Install ISDN circuits per month, FTS, LEC, C-LEC, Microwave, T-1. Use ""1"" per instance. If not applicable, enter ""0"".
	ISDN Circuit requested to be disconnected	Enter the estimated number of times you Disconnect ISDN circuits per month, FTS, LEC, C-LEC, Microwave, T-1. Use""1""per instance. If not applicable, enter ""0"".
	DSL Circuit requested to be installed	Enter the estimated number of times you Install ISDN circuits per month, FTS, LEC, C-LEC, Microwave, T-1.Use ""1"" per instance. If not applicable, enter ""0"".
	DSL Circuit Requested to be Disconnected	Enter the estimated number of times you Disconnect ISDN circuits per month, FTS, LEC, C-LEC, Microwave, T-1.Use ""1"" per instance. If not applicable, enter ""0"".
	Cable Modem requested to be installed	Enter the estimated number of times per month you request a cable modem be installed by the local cable company. Use ""1"" per instance. If not applicable, enter ""0".
	DSL Circuit Requested to be Disconnected	Enter the estimated number of times per month you disconnect a cable modem, connection from the local cable company. Use ""1"" per instance. If not applicable, enter ""0"".
	Telephone service added	Enter the estimated number of times per month that you add a telephone service. Include all telephone instruments that connect to a local PBX, Key system, CENTRIX or other system. Use ""1"" per instance. If not applicable, enter ""0"".
	Telephone Service Moved	Enter the estimated number of times per month that you move a telephone service. Include all telephone instruments that connect to a local PBX, Key system, CENTRIX or other system. Use ""1"" per instance. If not applicable, enter ""0"".
	Telephone Service Changed	Enter the estimated number of times per month that you change a telephone service. Include all telephone instruments that connect to a local PBX, Key system, CENTRIX or other system. Use ""1"" per instance. If not applicable, enter ""0"".
	Telephone Service Deleted	Enter the estimated number of times per month that you delete a telephone service. Include all telephone instruments that connect to a local PBX, Key system, CENTRIX or other system. Use ""1"" per instance. If not applicable, enter ""0"".

PARAGRAPH NUMBER	Title	Narrative Description
	Voicemail account moved	
		Enter the estimated number of times per month that you move a
		voicemail account. Use ""1"" per instance. If not applicable, enter ""0"".
	Voicemail account added	
		Enter the estimated number of times per month that you add a voicemail
		account. Use ""1"" per instance. If not applicable, enter ""0"".
	Voicemail account Changed	
		Enter the estimated number of times per month that you Change a
		voicemail account. Use ""1"" per instance. If not applicable, enter ""0"".
	Voicemail account De-installed	
i		Enter the estimated number of times per month that you de-install a
		voicemail account. Use ""1"" per instance. If not applicable, enter ""0"".
	Voicemail Menu Created	Enter the estimated number of times per month that you create a
		voicemail menu. Use""1""per instance. If not applicable, enter ""0"".
	Voicemail Menu Modified	Enter the estimated number of times per month that you modify a
		voicemail menu. Use ""1"" per instance. If not applicable, enter ""0"".
	Voicemail System Backed Up	
		Enter the estimated number of times per month that you Backup a
		voicemail system. Use ""1"" per instance. If not applicable, enter ""0"".
	Switchboard Operator Calls Processed	Enter the number of calls that the switchboard operators process per
	(District HQ)	month. This includes directory assistance, Trouble tickets, audio
		conferencing, paging, emergency calls and forwarding of calls.
		Use""1""per instance. If not applicable, enter ""0"".
	Audio Conference Bridge Modified	Enter the number of times per month at the configuration of an audio
		conference bridge is modified. Use ""1"" per instance. If not applicable,
		enter ""0"".
	PBX or Key System Installed	Enter the number of times per month that a PBX or key system is
		installed. Use ""1"" per instance. If not applicable, enter ""0"".
	Preventative maintenance on a PBX or	Enter the number of times per month that preventative maintenance is
	Key system performed	performed on a PBX or Key system. Use""1""per instance. If not
		applicable, enter ""0"".
	PBX or Key System backup performed	Enter the number of times per month that a PBX or key system is
		backup. Use ""1"" per instance. If not applicable, enter ""0"".
	Problem on a PBX or Key System	Enter the number of times per month that a problem is resolved on a
	Resolved	PBX or Key System. Use ""1"" per instance. If not applicable, enter ""0"".
	PBX or Key System Program Change	Enter the number of times per month that a program change is made on
	made	a PBX or Key System. Use""1""per instance. If not applicable, enter ""0"".

PARAGRAPE NUMBER	Title	Narrative Description
NOWBER		·
	Call accounting system Managed	Enter the number of times per month that the call accounting system in
		managed. This includes updates and changes to the system and
		verification of system data collection of the PBX system. Use ""1"" per
	Call Accounting Report generated	instance. If not applicable, enter ""0"". Enter the number of times per month that a report is generated using the
	Call Accounting Report generated	
		call accounting system. Reports include, but not limited to trend analysis, fraud checking, and usage reports. Use ""1"" per instance. If not
	Backup of the call accounting system	applicable, enter ""0"". Enter the number of times per month that the call accounting system is
	Backup of the call accounting system	backed up. Use ""1"" per instance. If not applicable, enter ""0"".
	Outside cable plant installed	Enter the number of times per month that the outside cable plant is
	Outside cable plant installed	installed. Include but not limited to multiple conductor aerial,
		underground, and buried multi-purpose communications cables including
		coaxial, fiber optic and copper twisted pair. Use ""1"" per instance. If not
		applicable, enter ""0"".
	Outside cable plant Maintained	Enter the number of times per month that the outside cable plant is
	Cutside cable plant Maintained	maintained. Include but not limited to multiple conductor aerial,
		underground, and buried multi-purpose communications cables including
		coaxial, fiber optic and copper twisted pair. Use ""1"" per instance. If not
		applicable, enter ""0"".
	Outside cable plant Troubleshot	Enter the number of times per month that the outside cable plant is
		troubleshot. Include but not limited to multiple conductor aerial,
		underground, and buried multi-purpose communications cables including
		coaxial, fiber optic and copper twisted pair. Use ""1"" per instance. If not
		applicable, enter ""0"".
	Outside cable plant Upgraded	Enter the number of times per month that the outside cable plant is
		Upgraded. Include but not limited to multiple conductor aerial,
		underground, and buried multi-purpose communications cables including
		coaxial, fiber optic and copper twisted pair. Use ""1"" per instance. If not
		applicable, enter ""0"".
	Inside cable plant installed	Enter the number of times per month that the Inside cable plant is
		installed. Include but not limited to multiple conductor multi-purpose
		communications cables including coaxial, fiber optic and copper twisted
		pair. Use ""1"" per instance. If not applicable, enter ""0"".
	Inside cable plant Maintained	
		Enter the number of times per month that the Inside cable plant is
		maintained. Include but not limited to multiple conductor multi-purpose
		communications cables including coaxial, fiber optic and copper twisted
		pair. Use ""1"" per instance. If not applicable, enter ""0"".

PARAGRAPH NUMBER	Title	Narrative Description
	Inside cable plant Troubleshot	
	I I I I I I I I I I I I I I I I I I I	Enter the number of times per month that the Inside cable plant is
		Troubleshot. Include but not limited to multiple conductor multi-purpose
		communications cables including coaxial, fiber optic and copper twisted
		pair. Use ""1"" per instance. If not applicable, enter ""0"".
	Inside cable plant Upgraded	Enter the number of times per month that the Inside cable plant is
	Inside cable plant opgraded	Upgraded. Include but not limited to multiple conductor multi-purpose
		communications cables including coaxial, fiber optic and copper twisted
	Decimandation of Alternations to	pair. Use ""1"" per instance. If not applicable, enter ""0"".
	Documentation of Alterations to	Enter the number of times per month that the communications
	Communications Infrastructure	infrastructure documentation is altered to show changed to the
0 - 0 0	D . O	infrastructure. Use ""1"" per instance. If not applicable, enter ""0"".
C.5.3.3	Data Services Wired	
		The number of projects managed, planned (to include feasibility study,
		consulting, user requirements), designed, developed, tested, certified
	Planning and Management of Projects	and deployed and wired data service project.
		Enter the estimated number of times per month where you develop
		agency specific wide Data Services (Wired) network tactical, strategic,
	Develop network tactical, strategic, and	and project plans including documentation. Example: Develop project
	project plans, including documentation.	plans for entire district.
		Enter the estimated number of times per month you develop network
		designs for new facility construction, expansions, remodeling, and
		relocations including accommodations for legacy equipment, physical
	Develop network design plans including	security, new equipment installation, removal of old equipment, cabling,
	cost estimates.	power systems, cost estimates, and project timelines.
		Enter the estimated number of times per month you review submitted
	Review submitted projects, specifications	projects including cost estimates, new designs, design updates,
	and designs.	specifications, and facility designs.
	Perform risk assessments for planned	Estimate the number of times per month you prepare risk assessment
	changes	for planned network changes.
		Estimate the number of times per month you prepare, plan, and
		document planned Network configuration changes. Include required
	Prepare, plan and document planned	software patches, upgrades, and changes to achieve targeted planned
	configuration changes	change.
		Estimate the number of times per month you test and evaluate planned
	Test and evaluate planned configuration	Network configuration changes. Include software patches, upgrades,
	changes.	and changes.
	<u> </u>	Estimate the number of times per month you perform back-up of
	Perform back-up of planned configuration	Network configuration prior to and after planned configuration software
	change	changes.
	J	

PARAGRAPH NUMBER	Title	Narrative Description
	Support Operate and Maintain	The number of Devices and Services supported, operated, maintained, and managed the configuration of new and existing wired data services, to include but not limited to: required security systems and devices, switches, data services wired network devices, VPN, VOIP, services, inside cable plant, outside cable plant, Help Desk, and network administration of secure and non-secure systems. Coordinate with other entities such as but not limited to DOIM, CEEIS, NETCOM, landlords, DISA, DREN, SIPR, NIPR.
		Enter the estimated number of times per month where you interact with a carrier or other agency to troubleshoot and clear wired data circuit service problems use "1" per instance.
	Install wired data circuits	Enter the estimated number of times you install wired data circuits per month.
	Upgrade wired data circuits	Enter the estimated number of times you upgrade wired data circuits per month. Enter the estimated number of times you disconnect wired data circuits
	Request Wired data circuits disconnect	per month. Enter the estimated number of times you move wired data circuits per
	Move Wired data circuits Update and maintain Network documentation	month. Estimate the number of times per month you update and maintain Network documentation.
	Add routers to your network (*Note data for layer 2 and layer 3 switches is input	Enter the estimated number of times you add new routers per month. Enter the estimated number of times you remove routers per month.
	Move routers on your network Upgrade the software on your routers	Enter the estimated number of times you move routers per month. Enter the estimated number of times you upgrade the software on your routers per month.
	Upgrade the hardware on your routers Replace failed hardware components on	Enter the estimated number of times you upgrade the hardware on your routers per month. Enter the estimated number of times you replace failed hardware
	your routers Modify the configuration of the routers	components on your routers per month. Enter the estimated number of times you modify the configuration of
	on your network Troubleshoot router problems	your routers per month. Enter the estimated number of times you troubleshoot router problems per month.
	Contact technical support for router problems	Enter the estimated number of times you contact technical support for router support per month.
	Perform preventive maintenance on routers	Enter the estimated number of times you perform preventive maintenance on routers per month.

PARAGRAPH NUMBER	Title	Narrative Description
	Add switches to your network (layer 2	
	and 3 switches)	Enter the estimated number of times you add new switches per month.
	Remove switches from your network	Enter the estimated number of times you remove switches per month.
	Move switches on your network	Enter the estimated number of times you move switches per month.
		Enter the estimated number of times you upgrade the software on your
	Upgrade the software on your switches	switches per month.
		Enter the estimated number of times you upgrade the hardware on your
	Upgrade the hardware on your switches	switches per month.
	Replace failed hardware components on	Enter the estimated number of times you replace failed hardware
	your switches	components on your switches per month.
	Modify the configuration of the switches	Enter the estimated number of times you modify the configuration of
	on your network	your switches per month.
		Enter the estimated number of times you troubleshoot switch problems
	Troubleshoot switch problems	per month.
	Contact technical support for switch	Enter the estimated number of times you contact technical support for
	problems	switch support per month.
	Perform preventive maintenance on	Enter the estimated number of times you perform preventive
	switches	maintenance on switches per month.
	Add hubs to your network	Enter the estimated number of times you add new hubs per month.
	Remove hubs from your network	Enter the estimated number of times you remove hubs per month.
	Move hubs on your network	Enter the estimated number of times you move hubs per month.
		Enter the estimated number of times you upgrade the software on your
	Upgrade the software on your hubs	hubs per month.
		Enter the estimated number of times you upgrade the hardware on your
	Upgrade the hardware on your hubs	hubs per month.
	Replace failed hardware components on	Enter the estimated number of times you replace failed hardware
	your hubs	components on your hubs per month.
	Modify the configuration on the hubs on	Enter the estimated number of times you modify the configuration of
	your network	your hubs per month.
		Enter the estimated number of times you troubleshoot hub problems per
	Troubleshoot hub problems	month.
	Contact technical support for hub	Enter the estimated number of times you contact technical support for
	problems	hub support per month.
		Enter the estimated number of times you perform preventive
	Perform preventive maintenance on hubs	maintenance on hubs per month.
	Add DSU/CSU's to your network (This	
	section also includes modular	
	DSU/CSU's that are part of a	
	router/switch)	Enter the estimated number of times you add new DSU/CSU per month.
	Domovo DCI //CCI I franco vicinia a financia	Enter the estimated number of times are a POLYCOLL and a set of
	Remove DSU/CSU from your network	Enter the estimated number of times you remove DSU/CSU per month.

PARAGRAPH NUMBER	Title	Narrative Description
	Move DSU/CSU on your network	Enter the estimated number of times you move DSU/CSU per month.
		Enter the estimated number of times you upgrade the software on your
	Upgrade the software on your DSU/CSU	DSU/CSU per month.
		Enter the estimated number of times you upgrade your DSU/CSU per
	Upgrade your DSU/CSU	month.
		Enter the estimated number of times you replace failed DSU/CSU per
	Replace failed DSU/CSU	month.
		Enter the estimated number of times you modify the configuration of
	Modify the configuration on DSU/CSU	your DSU/CSU per month.
		Enter the estimated number of times you troubleshoot DSU/CSU
	Troubleshoot DSU/CSU problems	problems per month.
	Contact technical support for DSU/CSU	Enter the estimated number of times you contact technical support for
	problems	DSU/CSU support per month.
	Add CODEC's to your network	Enter the estimated number of times you add new CODEC's per month.
	Remove CODEC's from your network	Enter the estimated number of times you remove CODEC's per month.
	Maria CODECIO and and and	Established the continuated and the continuation of the continuati
	Move CODEC'S on your network	Enter the estimated number of times you move CODEC'S per month.
	Harmada the activious on visus CODECIC	Enter the estimated number of times you upgrade the software on your
	Upgrade the software on your CODEC'S	CODEC'S per month. Enter the estimated number of times you upgrade the hardware on your
	Upgrade the hardware on your CODEC'S	
	Replace failed hardware components on	
	your CODEC'S	components on your CODEC'S per month.
	Modify the configuration of the	Enter the estimated number of times you modify the configuration of
	CODEC'S on your network	your CODEC'S per month.
	CODEC C ON YOUR NELWORK	Enter the estimated number of times you troubleshoot switch problems
	Troubleshoot CODEC'S problems	per month.
	Contact technical support for CODEC'S	Enter the estimated number of times you contact technical support for
	problems	CODEC'S support per month.
	Perform preventive maintenance on	Enter the estimated number of times you perform preventive
	CODEC'S	maintenance on CODEC'S per month.
	Add sensors to your network	Enter the estimated number of times you add new sensors per month.
	Remove sensors from your network	Enter the estimated number of times you remove sensors per month.
	Move sensors on your network	Enter the estimated number of times you move sensors per month.
		Enter the estimated number of times you upgrade the software on your
	Upgrade the software on your sensors	sensors per month.
	, , , , , , , , , , , , , , , , , , , ,	Enter the estimated number of times you upgrade the hardware on your
	Upgrade the hardware on your sensors	sensors per month.

PARAGRAPH NUMBER	Title	Narrative Description
	Replace failed hardware components on	Enter the estimated number of times you replace failed hardware
	your sensors	components on your sensors per month.
	Modify the configuration of the sensors	Enter the estimated number of times you modify the configuration of
	on your network	your sensors per month.
		Enter the estimated number of times you troubleshoot sensor problems
	Troubleshoot sensor problems	per month.
	Contact technical support for sensor	Enter the estimated number of times you contact technical support for
	problems	sensor support per month.
	Perform preventive maintenance on	Enter the estimated number of times you perform preventive
	sensors	maintenance on sensors per month.
		Enter the estimated number of times you add new monitors/displays per
	Add monitors/displays to your network	month (such as information displays, surveillance monitors).
	Remove monitors/displays from your	Enter the estimated number of times you remove monitors/displays per
	network	month.
		Enter the estimated number of times you move monitors/displays per
	Move monitors/displays on your network	month.
	Upgrade the software on your	Enter the estimated number of times you upgrade the software on your
	monitors/displays	monitors/displays per month.
	Upgrade the hardware on your	Enter the estimated number of times you upgrade the hardware on your
	monitors/displays	monitors/displays per month.
	Replace failed hardware components on	Enter the estimated number of times you replace failed hardware
	your monitors/displays	components on your monitors/displays per month.
	Modify the configuration of the	Enter the estimated number of times you modify the configuration of
	monitors/displays on your network	your monitors/displays per month.
		Enter the estimated number of times you troubleshoot monitors/displays
		problems per month.
	Contact technical support for	Enter the estimated number of times you contact technical support for
	monitors/displays problems	monitors/displays support per month.
	Perform preventive maintenance on	Enter the estimated number of times you perform any type of preventive
	monitors/displays	maintenance, if any, on monitors/displays per month.
		Enter the estimated number of times you add new video input devices
	Add video input device to your network	per month (such as video camera, surveillance camera).
	Remove video input device from your	Enter the estimated number of times you remove video input device per
	network	month.
		Enter the estimated number of times you move video input device per
	Move video input device on your network	month.
		Enter the estimated number of times you upgrade the software on your
	device	video input device per month.
	Upgrade the hardware on your video	Enter the estimated number of times you upgrade the hardware on your
	input device	video input device per month.
	Replace failed hardware components on	Enter the estimated number of times you replace failed hardware
	your video input device	components on your video input device per month.

PARAGRAPH NUMBER	Title	Narrative Description									
	Modify the configuration of the video	Enter the estimated number of times you modify the configuration of									
	input device on your network	your video input device per month.									
	Troubleshoot video input device	Enter the estimated number of times you troubleshoot video input device									
	problems	problems per month.									
	Contact technical support for video input	Enter the estimated number of times you contact technical support for									
	device problems	video input device support per month.									
	Perform preventive maintenance on	Enter the estimated number of times you perform any type of preventive									
	video input device	maintenance, if any, on video input device per month.									
	Add data services wired faxes to your										
	network (such as stand alone faxes, not										
	fax functions supported by PC modem										
	cards)	Enter the estimated number of times you add new faxes per month.									
	Remove faxes from your network	Enter the estimated number of times you remove faxes per month.									
	Move faxes on your network	Enter the estimated number of times you move faxes per month.									
		Enter the estimated number of times you upgrade the software on your									
	Upgrade the software on your faxes	faxes per month.									
	Replace failed hardware components on	Enter the estimated number of times you replace failed hardware									
	your faxes	components on your faxes per month.									
	Modify the configuration of the faxes on	Enter the estimated number of times you modify the configuration of									
	your network	your faxes per month.									
		Enter the estimated number of times you troubleshoot fax problems per									
	Troubleshoot fax problems	month.									
	Contact technical support for fax	Enter the estimated number of times you contact technical support for									
	problems	fax support per month.									
	Perform preventive maintenance on	Enter the estimated number of times you perform preventive									
	faxes	maintenance on faxes per month.									
	Perform preventive maintenance on										
	emergency wired data network	Enter the estimated number of times you perform preventive									
	components	maintenance on emergency wired data network components per month.									
	Add other types of wired data network	Enter the estimated number of times you add other types of wired data									
	components	network components with the component name/description									
	Remove other types of wired data	Enter the estimated number of times you remove other types of wired									
	network components	data network components with the component name/description									
	Move other types of wired data network	Enter the estimated number of times you move other types of wired data									
	components	network components with the component name/description									
	Upgrade software on other types of wired	Enter the estimated number of times you upgrade software other types									
	data network components	of wired data network components with the component name/description									
	add notwork components	Enter the estimated number of times you upgrade hardware on other									
	Upgrade hardware on other types of	types of wired data network components with the component									
	wired data network components	name/description									
	wired data hetwork components	μαιτιε/αεσοπριίοπ									

PARAGRAPH NUMBER	Title	Narrative Description
	Replace failed parts on other types of wired data network components	Enter the estimated number of times you replace failed parts on other types of wired data network components with the component name/description
	Modify configuration of other types of wired data network components	Enter the estimated number of times you modify configuration of other types of wired data network components with the component name/description
	Troubleshoot other types of wired data network components	Enter the estimated number of times you troubleshoot other types of wired data network components with the component name/description
	Contact technical support for other types of wired data network components	name/description
	Perform preventive maintenance on other types of wired data network components	Enter the estimated number of times you perform preventive maintenance on other types of wired data network components with the component name/description
	Provide modified documentation after new installs/upgrades for other types of wired data network components	Enter the estimated number of times you modified documentation after new installs/upgrades of other types of wired data network components per month.
	Any other instances of unique Services/Functions related to wired data services * Services not covered in the other forms.	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".
	Provide user training for wired data services	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".
	Number of help desk requests in support of wired data services	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".
	Install inside cable in support of wired data services Maintain inside cable in support of wired	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0". Estimate the number of times per month you would accomplish this task.
	data services Troubleshoot inside cable in support of	If not applicable, enter "0" Estimate the number of times per month you would accomplish this task.
	wired data services Upgrade inside cable in support of wired data services	If not applicable, enter "0". Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".
	Install outside cable in support of wired data services	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".
	Maintain outside cable in support of wired data services Troubleshoot outside cable in support of	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0". Estimate the number of times per month you would accomplish this task.
	wired data services Upgrade outside cable in support of	If not applicable, enter "0". Estimate the number of times per month you would accomplish this task.
	wired data services	If not applicable, enter "0".

PARAGRAPH NUMBER	Title	Narrative Description
C.5.3.4.	VTC/Video Services	
	Project Planning and Management A Project Completed	The average monthly number of instances where the site will manage, plan (to include feasibility study, consulting, user requirements), design, develop, test, certify and deploy an enterprise-wide, regional, or local VTC and/or Video project. Estimate the number of times per year you would either submit an approval or a Needs Assessment for new systems, major upgrades, or modifications.
	An approval or a Needs Assessment for new systems, major upgrades, or modifications submitted	modifications.
	Install, Operate and Maintain Video Teleconferencing Services	The average number of devices and services supported, operated, maintained, configured, and managed the configuration of new and existing VTC, CATV, CCTV, alarms and other video services. Provide VTC and video training. Provide video services and support, to include but not limited to: VTC's, utilizing various communications links and protocols such as IP, ISDN, Fractional T-1; bridging service, secure and non-secure; CCTV (in house cable system); surveillance systems; streaming video; in-house cable plant; outside cable plant; unique applications; video capture and archive; Help Desk support for VTC services.
	Process FTS requests for VTC service.	
	Process FTS Disconnect Orders for VTC services.	
	Install Video Teleconferencing Equipment	
	Resolve problems with Video Teleconferencing Equipment	
	Perform PM on Video Teleconferencing Equipment	
	De-install Video Teleconferencing Equipment	
	Resolve desktop video teleconferencing equipment problems	
	Move video teleconferencing equipment or services	
	Add video teleconferencing equipment or services	
	Change video teleconferencing equipment or services, including configuration modification.	

PARAGRAPH NUMBER	Title	Narrative Description
	Delete video teleconferencing equipment	,
	or services	
	Provide user training for video	
	teleconferencing equipment or services	
	tologorimerorioning equipment of convious	
	Move CCTV equipment or services	
	Add CCTV equipment or services	
	Change CCTV equipment or services	
	Delete CCTV equipment or services	
	Move surveillance systems equipment or	
	services	
	Add surveillance systems equipment or	
	services	
	Change surveillance systems equipment	
	or services	
	Delete surveillance systems equipment	
	or services	
	Move streaming video equipment	
	Add streaming video equipment	
	Change streaming video equipment	
	Delete streaming video equipment	
	Requests for video capture	
	Requests for video archive	
	Number of help desk requests in support	
	of Video services	
	Instances of unique applications related	
	to video services	
	Install inside cable in support of video	
	services	
	Maintain inside cable in support of video	
	services	
	Troubleshoot inside cable in support of	
	video services	
	Upgrade inside cable in support of video	
	services	
	Install outside cable in support of video	
	services	
	Maintain outside cable in support of	
	video services	
	Troubleshoot outside cable in support of	
	video services	

PARAGRAPH NUMBER	Title	Narrative Description
	Upgrade outside cable in support of	
	video services	
C.5.3.5	Radio Services and Support	
	Project Planning and Management	
	The number of Radio Service or Support	
	projects you plan, design, develop, test,	
	Install, Operate and Maintain Radio	
	Services and Support	
	Install, test and submit for acceptance	
	new or upgraded systems	
	Provide 'as built' documentation of	Estimate the occurrences of as built documentation for new or upgraded
	system	installations of radio or microwave equipment. If this does not apply, enter "0".
	Resolve radio equipment problems	Estimate the number of times on the local unit you resolve radio, microwave, or console equipment problem. If this does not apply, enter "0".
	Move mobile equipment	Estimate the number of occurrences of moving mobile radios. If not applicable, enter "0".
	Add mobile equipment	Estimate the number of occurrences of adding mobile radios. If not applicable, enter "0".
	Change mobile equipment	Estimate the number of occurrences of changing mobile radios. If not applicable, enter "0".
	De-install mobile equipment	Estimate the number of occurrences of removing mobile radios. If not applicable, enter "0".
	Move base station equipment	Estimate the number moves base station radio and microwave
		equipment. This would include such items as new offices or stations,
		closed stations and seasonal station moves. If this does not apply, enter zero.
	Add base station equipment	Estimate the number of adding base station radio and microwave
		equipment. If this does not apply, enter zero.
	Change base station equipment	Estimate the number of changes to base station radio and microwave
		equipment. If this does not apply, enter zero.
	De-install base station equipment	Estimate the number of times per month you would accomplish this task.
		If not applicable, enter "0".
	Move repeaters.	Estimate the number of times per month you would accomplish this task.
		If not applicable, enter "0".
	Add repeaters	Estimate the number of times per month you would accomplish this task.
		If not applicable, enter "0".
	Change repeaters	Estimate the number of times per month you would accomplish this task.
		If not applicable, enter "0".
	De-install repeaters	Estimate the number of times per month you would accomplish this task.
		If not applicable, enter "0".

PARAGRAPH NUMBER	Title	Narrative Description
	Move radio control consoles	Estimate the number of times per month you would accomplish this task.
		If not applicable, enter "0".
	Add radio control consoles.	Estimate the number of times per month you would accomplish this task.
		If not applicable, enter "0".
	Change radio control consoles.	Estimate the number of times per month you would accomplish this task.
		If not applicable, enter "0".
	De-install radio control consoles.	Estimate the number of times per month you would accomplish this task.
		If not applicable, enter "0".
	Move data radios	Estimate the number of moves of a data radio. This includes all radios
		that pass data, such as vehicle location, intrusion alarm, water flow or
		any radio that's sole purpose is to transmit data, video or alarms. If this
		does not apply, enter zero.
	Add data radios.	Estimate the number of adds of a data radio. This includes all radios that
		pass data, such as vehicle location, intrusion alarm, water flow or any
		radio that's sole purpose is to transmit data, video or alarms. If this does
		not apply, enter zero.
	Change data radios.	Estimate the number of changes of a data radio. This includes all radios
		that pass data, such as vehicle location, intrusion alarm, water flow or
		any radio that's sole purpose is to transmit data, video or alarms. If this
		does not apply, enter zero.
	De-install data radios.	Estimate the number of de-installs of a data radio. This includes all
		radios that pass data, such as vehicle location, intrusion alarm, water
		flow or any radio that's sole purpose is to transmit data, video or alarms.
		If this does not apply, enter zero.
	Move AM radios.	Estimate the number of moves of an AM radio. If this does not apply,
		enter zero.
	Add AM radios.	Estimate the number of adds of an AM radio. If this does not apply,
		enter zero.
	Change AM radios.	Estimate the number of changes of an AM radio. If this does not apply,
		enter zero.
	De-install AM radios.	Estimate the number of de-installs of an AM radio. If this does not
		apply, enter zero.
	Move FM radios.	Estimate the number of moves of a FM radio. If this does not apply,
		enter zero.
	Add FM radios.	Estimate the number of adds of a FM radio. If this does not apply, enter
		zero.
	Change FM radios.	Estimate the number of changes of a FM radio. If this does not apply,
		enter zero.
	De-install FM radios.	Estimate the number of de-installs of a FM radio. If this does not apply,
		enter zero.
	Move Public Service Broadcast or	Estimate the number of moves of a UHF radio. If this does not apply,
	information radios.	enter zero.

PARAGRAPH		
NUMBER	Title	Narrative Description
	Add Public Service Broadcast or	Estimate the number of adds of Public Service Broadcast or information
	information radios.	radios. If this does not apply, enter zero.
	Change Public Service Broadcast or	Estimate the number of changes of a UHF radio. If this does not apply,
	information radios.	enter zero.
	De-install Public Service Broadcast or	Estimate the number of de-installs of a UHF radio. If this does not
	information radios.	apply, enter zero.
	Move radio or microwave tower.	Estimate the number of moves of radio or microwave towers. If this
		does not apply, enter zero.
	Add radio or microwave tower.	Estimate the number of adds of radio or microwave towers. This would
		include such items as new office or station construction. If this does not
		apply, enter zero.
	Change radio or microwave tower.	Estimate the number of changes of radio or microwave towers. If this
		does not apply, enter zero.
	De-install radio or microwave tower.	Estimate the number of de-installs of radio or microwave towers. If this
		does not apply, enter zero.
	Move radio control over IP device.	Estimate the number of moves of any radio control over IP device. If this
		does not apply, enter zero.
	Add radio control over IP device.	Estimate the number of adds of any radio control over IP device. If this
		does not apply, enter zero.
	Change radio control over IP device.	Estimate the number of changes of any radio control over IP device. If
		this does not apply, enter zero.
	De-install radio control over IP device.	Estimate the number of de-installs of any radio control over IP device. If
		this does not apply, enter zero.
	Move terminating equipment (MUX)	Estimate the number of moves of terminating equipment (MUX). If this
		does not apply, enter zero.
	Add terminating equipment (MUX)	Estimate the number of adds of any terminating equipment (MUX). If this
		does not apply, enter zero.
	Change terminating equipment (MUX)	Estimate the number of changes of any terminating equipment (MUX). If
		this does not apply, enter zero.
	De-install terminating equipment (MUX)	Estimate the number of de-installs of any terminating equipment (MUX).
		If this does not apply, enter zero.
		Estimate the number of occurrences of preventive maintenance on any
	equipment	radio, including portables, mobiles, base stations, repeaters, console or
		remote equipment, and microwave. Estimate actual work, not work you
		should do but cannot accomplish because of other restraints. If this does
		not apply, enter zero.
	Remove and reinstall mobile radios for	Estimate the number of occurrences of removal and reinstallation of
	vehicle replacement	radio equipment due to vehicle replacement. If this does not apply, enter
		zero.

PARAGRAPH NUMBER	Title	Narrative Description
	Test and operate equipment in order to establish its operating characteristic parameters and permissible tolerances	Enter the number of times radio, microwave console or other equipment is tested to confirm or establish its operating characteristics or tolerances. An example would be operating a piece of equipment to determine the effects of voltage or temperature change effects on performance. If this does not apply, enter zero.
	Programming radio user groups, frequencies, CTCSS, NACS, talk groups, user groups, and other required parameters.	Estimate the number of times any portable, mobile or fixed radio is programmed.
	Radio Equipment and Spectrum XXI Information System (IS) support Power systems installed	Install, operate, maintain, Land Mobile Radio (LMR) assets to include but not limited to AM, FM (HF, VHF, UHF) hand held, mobile, base station and repeater equipment, antenna's and antenna tower's. Install, maintain, and repair communications equipment associated with communications towers (tower climbing certification required). Estimate the number of times per month you would accomplish this task.
	Power systems de-installed	If not applicable, enter "0". Estimate the number of times per month you would accomplish this task.
	Power systems moved	If not applicable, enter "0". Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".
	Tower inspections	Estimate the number of tower inspections per month. Remember that all towers are to be inspected before each climb and, as a minimum, on an annual basis.
	Replace tower lighting	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".
	Request new frequency assignments.	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".
	Review existing frequency assignments (5-year update) Report frequency interference	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0". Estimate the number of times per month you would accomplish this task.
		If not applicable, enter "0". Estimate the number of times per month you would accomplish this task.
	Interference cases investigated	If not applicable, enter "0".
	Interference cases resolved	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".
	Gather and compile radio equipment contract requirements	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".
	Assist in the development of radio contract solicitation	Estimate the number of times per month you would accomplish this task. If not applicable, enter "0".

PARAGRAPH NUMBER	Title	Narrative Description
		Estimate the number of times per month you would accomplish this task.
		If not applicable, enter "0".

PARAGRAPI NUMBER	1	CELRB CELRC							CELRE			CELRH		CELRL CELRN FY03 FY04 FY05 FY03 FY04 FY05							CELRF			CELRD		CELRD TOTALS		
		FY05		FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05
C.5.3	Communications																											
C.5.3.1	Wireless Voice and Data																											
	Project Planning and																											
	Management																											
	Studies Submitted	1	2		2	2		2			3	5	5	3	3	3	0	U	14	17	3	3 4	1			26		31
	Consults Provided	40	65	50	2	2	2	2			25	30	35	3	3	3	0	0	0	17	3	3 4	1			87		94
	Business Cases prepared	1	2	4	2	2	2	2			3	5	5	3	3	3	0	0	0	17	3	3 4	1			26	15	18
	Design's created and																											
	submitted	1	2	4	0	1	1				3	5	5	3	3	3	0	0	3	17	5	5 6	3			24	16	22
	Test's conducted	1	2	- 7	1	2		2			3	5	5	3	3	3	0	0	2	17	6	3 7	7	<u> </u>	<u> </u>	25		23
	Certification's completed	36	36	40	0	0	1 1	<u> </u>			240	240	240	3	3	3	0	0	3	17	4	4 6	6	<u> </u>	<u> </u>	296	283	293
	Project's created and submitted	1	2	3	1	1	2	,			3	5	5	3	3	3	0	0	3	17	4	1 4	1			25	15	20
	Wireless Voice and Data																											
	Services																											
	Routers installed	0	0	2	0	0	1	0		0	2	2	10	0	0	0	0	0	3	0	() () (0) 2	2	16
	Routers configured	0	0	2	0	0	1	0) (2	2	10	0	0	0	0	0	3	0			0 0	0	0) 2	2	16
	Routers deinstalled	0	0	_	0	0		0 0	_	_	2	2	2	0	0	n	0			0			0 0	_) 2	2	
	AP activated	0	0		1	0		0			2	2	10	100	200	200	Ĭ	Ĭ	3	0		_	0 0	0	C	103		216
	AP configured	0	0	2	1	0		0		0 0	2	2	10		200	200			3	0		0 0	0 0	0	0	103		216
	AP deactivated	0	0	_	0	0		0 0	C	_	2	_	2	100	200	200		0	0	0) (0 0		0	102		203
	Pagers activated	0	4	4	5	5	_	8	9	9	1	1	1	40	2	5	17	7	0	21	() () 8	9	9	100		29
	Pagers deactivated	0	35	4	0	0	4	0	C	0	1	1	1	0	23	5	21		5	2	6	3 4	1 C	0	C	24		23
	Mobile satellites activated	0	0	2	0	1	1	3	4	4	- 1	0	2	0	0	0	0	0	0	0	() () 3	4	. 4	1 7	9	10
	Mobile satellites deactivated	0	0		0	1		0			1	0	2	0	0	0	_	0	0	0				0		1	1	
	Cellular telephone activated	24	57	12	70	85	60	11	47	22	33	25	98	100	100	100	1	4	3	149	15	5 17	7 11	47	22	399	380	33
	Cellular telephone																											
	deactivated	5	54	14	60	70	85		C	12	98		25		100	100	63	13	24	0	2	2 (0 0	0	12	326	272	272
	PDA activated	6	5	_	0	5	_			12	35		75		28	5	6		7	3	2	2 2	2 10		12	2 70		129
	PDA deactivated	0	4	- 6	0	0	1	0		6	0	_	2	0	0	0	1	4	3	0	() (0 0	4	- 6	5 1	21	24
	GPS activated	0	0	0	2	1	1	0		0	20			0	0	0	0	0	0	4	1	1 6	6 0	0	C	26		32
	GPS configured	0	0	, i	2	1	1	0	_	_	20		25	0	0	Ŭ	0	Ŭ	0	4	€	6 2	2 0		C	26	31	2
	GPS deactivated	0	0	0	0	1	C	0	C	0	0	0	0	0	0	0	0	0	0	0	C) (0 0	0	C	0 0	1	
	Microwave radio activated (analog)	0	0	0	0	0	0	0		0 0	o c	0	0	0	0	0	0	0	0	0	c		0	0	0	0	0	
	Microwave radio activated																											
 	(digital) Microwave radio configured	0	0	0	0	1	C	0	C	0	C	0	0	0	0	0	0	0	0	1	C) ^	1 0	0	0) 1	1	
	(analog)	0	0	0	0	0	0	0	c	0	0	0	0	0	0	0	0	0	0	0	C) (0	0	0	0	0	
	Microwave radio configured (digital)	0	0	0	0	1		0			0	0	0	0	0	0	0	0	0	10			,	0		10	3	
	Microwave radio deactivated	ľ	Ĭ		Ĭ		Ť	Ĭ	<u> </u>	1			Ī	ľ	Ť	Ī	ľ	Ĭ	Ī			1 1	Ţ	Ť	Ť	1		
	(analog) Microwave radio deactivated	0	0	0	0	0	0	0		0 0	C	0	0	0	0	0	2	2		0	C) (0 0	0	0) 2	2	
	(digital)	0	0	0	0	0	0	0	C	0	0	0	0	0	0	0	0	0	4	0	C) (0	0	0	0	0	
	Microwave repeater installed (analog)	0	0	0	0	0	0	0	c	0	0	0	0	0	0	0	0	0	0	0	c		0	0	0	0	0	
	Microwave repeater installed		Ĭ					Ĭ					Ī	Ī		Ī	Ī	Ĭ	Ī				Ī	Ĭ		Ĭ		
	(digital)	0	0	0	0	1	0	0		0	0	0	0	0	0	0	0	0	0	0) (0	0	0	0	1	
	Microwave repeater configured (analog)	0	_	, ,	0	0		0 0	,	,	0	^	_	^	0		^	0	_	0	,	,		_) ^	0	
	Microwave repeater		<u> </u>		9								-		- 0	"		0	<u> </u>	-		1						
	configured (digital)	0	0	0	0	1	C	0	C	0	0	0	0	0	0	0	0	0	0	0	C) (0	0	C	0	1	
	Microwave repeater																										I	_
	deactivated (analog) Microwave repeater	0	0	0	0	0	0	0		0	C	0	0	0	0	0	0	0	0	0	C) (0 0	0	0	0	0	
	deactivated (digital)	0	0	0	0	0	0	0	C	0	0	0	0	0	0	0	0	0	0	0	C) (0 0	0	0	0	0	
	Microwave repeater																											
	deinstalled (analog)	0	0	0	0	0	0	0	C	0	0	0	0	0	0	0	0	0	0	0) (0	0	0	0	0	

	Microwave repeater		I I																								$\overline{}$	$\overline{}$
	deinstalled (digital)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Work Orders Submitted	50	65	65	100	110	120	0	0	0	0	0	0	0	0	0			-	14	4	2	0	0	0	164	179	187
	Work Orders completed	7	20	14	100	110	120	0	0	0	0	0	0	0	0	0				14	4	2	0	0	0	121	134	136
	Add wireless data network																											
	component	0	0	0	1	1	2	0	0	0	0	0	0	0	0	0			14	0	0	0	0	0	0	1	1	16
	Remove wireless data																											
	network component	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Move wireless data network																											
	component	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2	0	2	0	0	0	2	0	3
	Upgrade software wireless																											
	data network component	6	5	14	1	1	2	0	16	24	0	0	0	0	0	0	0	0	0	6	4	10	0	16	24	13	42	74
	Upgrade hardware wireless																											
	data network component	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	4	0	0	0	0	2	4
	Replace failed parts on																											
	wireless data network	_		_					_	_		_			_													
-	component	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	2	1	0	0	0	2	3	2
	Modify configuration of																											J
	wireless data network	6	_	14	4		2	0	23	48	0	0	_	_	0	^	0	0	10	0	-	_		23	48	7	54	124
-	component Troubleshoot wireless data	ь	5	14	1	1		0	23	48	0	0	0	0	U	0	U	U	10	U		2	U	23	46	′	54	124
	network component	6	14	10	- 1	1	2	36	40	60	0	0	0	0	0	0	0	0	14	2	2	2	36	40	60	81	97	148
	Contact technical support for	- 0	1~	10				50	40	00	- 0	0	- 0	J	J	U	, J	J	14				30	40	00	01	31	140
	wireless data network																											
	component	3	2	4	. 1	1	2	9	25	48	0	0	0	0	0	0	0	0	2	2	1	2	9	25	48	24	54	106
	Add wireless data network		1				_						Ŭ	- i	Ŭ		Ŭ				•	_	Ŭ					
	component	1	1	6	1	1	2	0	0	0	0	0	0	0	0	0	0	0	3	1	2	2	0	0	0	3	4	13
	Provide modified																		-					-		-		
	documentation	1	1	2	0	1	1	0	2	12	0	0	0	0	0	0	0	0	1	3	4	3	0	2	12	4	10	31
	Provide unique service	0	0	0	0	0	0	0	0	0	0	0	0				0	0	0	1	1	2	0	0	0	1	1	2
C.5.3.2	Voice Services (wired)																											
	A Project Completed																											
	Replacement Plan for Wired																											
	Voice equipment Developed																											
		3	4	5	2	2	2	15		14	6	6	6	15	15	2	0	0	0	124	88	56	15	18	14	180	151	99
	Develop Plans	2		5	1	1	1	16			19		1	15	15	2	0	0	0	121	88		16	31	36	190	169	136
	Develop Estimates	2		2	2	2	2	16			6	6		15	15	2	0	0	0	128	88		16	31	36	185	176	139
	Review submitted projects	2		4	2	2	2	16			17			15	15	2	12	12	12	121	88		16	31	36	201	188	151
	Perform Risk assessment	1	2	3	0	0	1	0	0	0	24	6	6	0	0	0	0	0	0	4	5	3	0	0	0	29	13	13
	Prepare documents for		ا ـ ـ ا			_		_				_			_						_	_	_					
	changes	13 12		17	2	2	2	7	10 10	12 12	25 25	7	_ /	0	0	0	0	0	0	4	5	3	7	10 10	12 12	58 57	49 46	53 53
	Test and evaluate plans Perform backup	6		17	5	2	- 2	12			25	7		0	0	0	0	0	0	4	5	3	12	10	12	64	49	53 47
	A Device and Service		0	0	3	3	3	12	12	12	23		- 1	U	U	U	U	U	U	4	3	3	12	12	12	04	49	47
	Provided								1																			
	Circuits troubleshot and																										\dashv	-
	troubles cleared	2	2	4	25	15	15	53	71	96	25	25	25	500	500	500	240	240	240	231	112	192	53	71	96	1129	1036	1168
	Voice Circuit Installed	2	4	7	2	2		15			19	1		50	50	50		24		182	129		15	18	3	309	246	215
	Voice Circuit Upgraded	2		11	0	0	0	0		0	3	3	3	0	0	0	0	0	0	86	100		0	0	0	91	104	108
	Voice Circuit Disconnected	0		0	2	2	2	0	0	0	0	0	2	30	30	30	24	24	24	0	0	0	0	0	0	56	56	58
	ISDN Circuit requested to be																											
	installed	0	0	0	2	2	0	9	6	2	6	0	0	3	0	0	0	0	0	0	0	0	9	6	2	29	14	4
	ISDN Circuit requested to be																											
	disconnected	0	0	0	0	2	0	0	0	0	350	50	2	0	0	0	0	0	0	0	0	0	0	0	0	350	52	2
	DSL Circuit requested to be		l T												J					T				1		1	T	1
	installed	0	3	7	1	0	1	0	3	8	0	1	1	0	0	0	0	0	0	0	0	0	0	3	8	1	10	25
	DSL Circuit Requested to be																											
	Disconnected	0	0	2	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	3
	Cable Modem requested to								1																			1
	be installed	0	2	6	1	0	1	0	0	0	1	1	1	0	2	5	0	0	0	0	0	0	0	0	0	2	5	13
	DSL Circuit Requested to be																									_[J
I	Disconnected	0	0	2	1	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	106	0	0	0	2	0	3
1	Telephone service added	32	37	47	250	20	20	72	152	120	804	120	60	100	150	150	48	48	48	170	138	106	72	152	120	1548	817	671

	Telephone Service Moved	46	51	50	400	80	80	63	169	60	60	60	60	100	150	150	96	48	48	336	343	256	63	169	60	1164	1070	764
	Telephone Service Changed	40	31	30	400	- 00	- 00	- 03	103	00	- 00	- 00	00	100	130	130	30	40	40	330	343	230	03	103	00	1104	1070	704
	Total Control Control	46	55	58	250	30	30	96	154	154	120	120	120	100	150	150	48	48	48	298	270	229	96	154	154	1054	981	943
	Telephone Service Deleted	18	22	26	50	10	10	21	0	35	804	24	24	100	150	150	48	48	48	2	60	3	21	0	35	1064	314	331
	Voicemail account moved	46	55	59	400	50	50	96	154	154	12	12	12	50	900	900	48	48	48	75	125	50	96	154	154	823	1498	1427
	Voicemail account added	30	37	47	15	20	20	26	48	48	750	96	96	50	75	75	48	48	48	75	125	50	26	48	48	1020	497	432
	Voicemail account Changed	5	8	10	50	50	50	96	154	154	120	60	60	50	75	75	24	24	24	75	125	50	96	154	154	516	650	577
	Voicemail account De-																									i		
	installed	3	7	8	25	0	5	0	0	60	410	60	60	50	75	75	12	12	12	75	125	50	0	0	60	575	279	330
	Voicemail Menu Created	4	7	10	1	1	1	0	0	60	15	5	5	25	25	25	0	0	0	75	125	50	0	0	60	120	163	211
	Voicemail Menu Modified	2	3	2	1	1	1	0	0	60	15	5	5	25	25	25	0	0	0	75	125	50	0	0	60	118	159	203
	Voicemail System Backed Up	36	36	48	2	2	2	0	0	12	365	365	365	52	52	52	48	48	48	365	365	365	0	0	12	868	868	904
	Switchboard Operator Calls																									i		
	Processed (District HQ)	800	850	900	19500	19500	19500	0	0	0	0	0	0	0	0	0	0	0	0	3800	4890	3500	0	0	0	24100	25240	23900
	Audio Conference Bridge																									i		
	Modified	25	26	35	0	0	0	8	9	12	1	1	1	0	0	0	0	0	0	86	88	86	8	9	12	128	133	146
	PBX or Key System Installed	3	4	5	0	2	1	0	0	0	6	6	6	15	15	2	2	8	2	365	365	365	0	0	0	391	400	381
	Preventative maintenance on																											
	a PBX or Key system																									i l		
	performed	12	12	12	2	2	2	12	12	12	2	2	2	150	300	300	2	2	2	1013	1018	978	12	12	12	1205	1360	1320
	PBX or Key System backup																											
	performed Problem on a PBX or Key	6	6	6	5	5	5	0	0	0	365	365	365	364	364	364	48	48	48	844	956	839	0	0	0	1632	1744	1627
	System Resolved	4	3	6	100	100	100	24	24	0	12	12	12	100	60	60	4	4	4	844	956	839	24	24	0	1112	1183	1021
	PBX or Key System Program		J		100	100	100	2-7	2.7		12	- 12	12	100	00	- 00			7	044	300	000	2-7	2-7	·	1112	1100	1021
	Change made	4	5	6	400	80	80	48	48	0	120	120	120	350	400	400	48	48	48	365	365	365	48	48	0	1383	1114	1019
	Call accounting system Managed	14	15	20	1	1	1	12	12	0	0	0	0	300	350	350	0	0	0	6	6	6	12	12	0	345	396	377
	Call Accounting Report																									i		
	generated	15	15	18	0	0	0	12	12	0	12	12	12	50	50	50	0	0	0	365	365	365	12	12	0	466	466	445
	Backup of the call accounting	12	40	12		0	0	0	0	0	0	0	0	364	364	204	0	0	0	210	186	150	0	0	0	586	562	526
-	system Outside cable plant installed	12	12	12	0	U	U	U	U	U	U	U	U	364	364	364	U	U	U	210	186	150	U	U	U	286	562	526
	·	3	5	3	200	3	1	0	0	0	276	42	42	15	15	2	12	12	12	145	145	125	0	0	0	651	222	185
	Outside cable plant																									i l		
	Maintained	3	3	5	200	10	10	0	0	0	50	50	50	0	0	0	48	48	48	239	85	202	0	0	0	540	196	315
	Outside cable plant																									i l		
	Troubleshot	3	2	5	20	10	10	0	0	0	6	6	6	0	0	11	48	48	48	172	135	103	0	0	0	249	201	183
	Outside cable plant	_								_																		
	Upgraded	5	3	4	250	20 25		0	0	60	25	50 84	50 84	15	0 15	11	12 48	12	12 48	290	251	224	60	0 207	60	579	336	321 519
	Inside cable plant installed	5	8	9	400	25	25	60	207	60	118	84	84	15	15	- 2	48	48	48	305	293	231	60	207	60	1011	887	519
	Inside cable plant Maintained	7	0	0	250	50	50	0	0	0	112	112	112		0	0	48	48	48	571	399	306	0	0	^	988	618	525
—	Inside cable plant		9	9	230	50	30	U	U	U	112	112	112	U	U	U	40	40	40	3/1	399	306	U	U	0	908	018	525
	Troubleshot	7	10	я	200	100	100	26	50	60	24	24	24	n	0	n	48	48	48	144	102	90	26	50	60	475	384	390
	Inside cable plant Upgraded		10		200	100	100	20	50	- 00	24		2-7	Ü	Ü	Ŭ	40	70	40	144	102	50	20	50	- 00	475	304	
<u> </u>	1	3	8	10	0	0	0	0	0	0	84	84	84	0	0	0	24	24	24	115	99	81	0	0	0	226	215	199
	Documentation of Alterations																											
	to Communications																									i l		
	Infrastructure	2	3	7		1	1	0	0	0	60	60	60	300	350	350	48	48	48				0	0	0	411	462	466
C.5.3.3	Data Services Wired		3		 			U	U	0	60	60	00	300	330	330	40	40	40				U	U	U	+11	402	400
2.0.0.0	Planning and Management of				1	1																					+	-
	Projects		1		I	1								l												i l	l	. 1
	Develop network tactical,		- 1		1	1																				1		-
	strategic, and project plans,		l		I																					i		
	including documentation.	2	3	6	5	2	2	n	٥	Λ	2	1	2	20	26	5	0	٥	0	2	Λ	3	0	0	٥	31	36	18
	Develop network design		3	- 0	1 ,			U	U	U				20	20	J	0	- 0	U			3	3	3	U	J1	- 50	- 13
	plans including cost		l		I																					ı		. 1
	estimates.	.3	4	4	. 2	2	2	0	n	0	2	.3	2	15	15	2	2	1	1	7	1	1	0	0	0	31	26	12
			τ,					U	U					.0	.0				-				,	J	U			

Review submitted projects,																											
specifications and designs.	2	2	3	15	5	5	0	0	0	2	3	2	15	15	2	12	12	12	3	5	2	0	0	0	49	42	26
Perform risk assessments for																											
planned changes	2	2	3	0	0	0	0	0	0	1	2	1	15	15	2	0	0	0	12	18	9	0	0	0	30	37	15
Prepare, plan and document																											
planned configuration																											
changes	5	6	6	25	15	15	8	32	25	2	2	2	2	2	2	0	0	0	12	18	9	8	32	25	62	107	84
Test and evaluate planned							_											_			_						
configuration changes.	1	6	Ω	25	15	15	12	7	12	4	4	4	2	2	2	0	0	0	12	18	0	12	7	12	71	59	62
Perform back-up of planned	-	U	0	25	10	10	12		12		- 4	- 4				U	U	U	12	10	3	12		12		33	- 02
	_	_		_		_																					
configuration change	3	6	8	2	2	2	12	12	12	4	4	4	1	1	1	0	0	0	12	18	9	12	12	12	46	55	48
Support Operate and																											
Maintain																											
Troubleshoot and clear wired																											
data circuit service problems	2	2	4	5	3	3	7	15	12	12	12	12	60	100	100	120	120	120	480	360	360	7	15	12	693	627	623
Install wired data circuits	2	2	3	2	2	2	0	0	0	19	37	1	8	7	2	15	1	0	0	2	2	0	0	0	46	51	10
Upgrade wired data circuits	1	0	2	0	3	0	0	0	0	19			0	0	15	0	1	0	42	1	5	1	0	0	63	42	23
Request Wired data circuits		1		Ĭ		Ĭ	Ť						T T						- 	- 1							
disconnect	0	0	2	- 1	0	1	0	0	0	20	40	3	8	7	2	0	0	0	0	1	0	0	0	0	29	48	Ω
Move Wired data circuits	0	2	2		0		1	0	0	0		0	0		- 2	0	0	0	0		0	4	0	0	4	40	
Update and maintain Network				- 2	U	1	1	U	U	0	0	0	- 0	U	U	U	U	U	U	U	0	1	U	U	4		3
		045	0.15	465	465		_	_	_	١.					4.0	_	_	_	46	4.0		_	_	_	07:	075	00-
documentation	240	240	240	100	100	50	- 0	5	5	1	1	1	12	12	12	0	0	0	18	12	12	- 0	5	5	371	375	325
Add routers to your network																											
(*Note data for layer 2 and																											
layer 3 switches is input into																											
the separate switch area that																											
follows)	2	1	3	0	1	2	3	5	8	3	2	55	8	7	2	0	0	0	45	3	2	3	5	8	64	24	80
Remove routers from your																											
network	3	1	1	0	1	2	0	0	8	6	1	0	8	7	2	0	0	0	46	0	0	0	0	8	63	10	21
Move routers on your							_					_						_			_					- 12	
network	1	2	2	1	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	2	3
Upgrade the software on your	 '				- 0	- '	- 0	- 0	U		- 0	- 0	- 0	U	- 0	U	U	U	U	U	- 0	- 0	U	U	3		
routers	_	2					0	27	40	120	120	120	2	2	2		0	0	90	135	90	0	27	40	216	314	260
			4				U	21	18	120	120	120				- '	U	U	90	135	90	U	21	18	216	314	200
Upgrade the hardware on			_				_													_		_				_	
your routers	1	1	2	0	0	1	- 0	0	0	60	1	1	- 0	0	0	0	0	0	0	0	45	0	0	0	61	2	49
Replace failed hardware																											
components on your routers	1	1	1	1	0	1	3	5	4	6	6	6	5	5	5	0	0	0	1	1	2	3	5	4	20	23	23
Modify the configuration of																											
the routers on your network	2	2	3	1	3	3	15	7	10	220	220	220	5	5	5	2	2	2	90	180	90	15	7	10	350	426	343
Troubleshoot router problems	2	2	3	5	5	5	4	5	5	10	10	10	25	25	25	24	24	24	20	6	8	4	5	5	94	82	85
Contact technical support for																											
router problems	2	2	2	1	1	10	4	5	5	5	5	5	0	0	0	0	0	0	2	1	1	4	5	5	18	19	28
Perform preventive																											
maintenance on routers	1	1	2	1	1	5	0	0	0	60	60	60	0	0	0	0	0	0	0	0	0	0	0	0	62	62	67
maintenance on routers	<u> </u>			1	-	- 3		J	U	- 00	- 50	- 00	H	J	J	J	J	J	U	U	U	- 0	J	J	02	02	- 07
Add switches to your network															J												
	_		_						_	_						_		_			_	_		_	0-	00	, .
(layer 2 and 3 switches)	2	2	3	15	10	10	8	4	8	0	10	3	0	1	1	2	2	2	0	0	5	8	4	8	35	33	40
Remove switches from your															J												
network	0	0	2	5	5	5	0	0	10	0	0	0	0	0	0	2	0	0	0	0	9	0	0	10	7	5	36
Move switches on your										l					J												
network	0	0	2	50	20	15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	50	20	17
Upgrade the software on your															T											T	
switches	3	2	3	0	0	15	0	27	27	35	35	35	2	2	2	0	0	0	1	1	12	0	27	27	41	94	121
Upgrade the hardware on																											
your switches	0	0	2	10	5	5	0	0	0	0	10	2	2	2	2	0	0	0	0	0	0	0	n	0	12	17	11
7	ľ	1				Ĭ	Ť			Ť									1	Ť		Ĭ					
Replace failed hardware										l					J												
components on your switches	1	0	2	ာ	2	2	0	0	0	۵	۵	۵	2	2	2				0	0	0	0	0	0	14	13	15
components on your switches	-	0					-	U	U	9	9	9							- 0	U	U	- 0	U	U	14	13	10
Modify the configuration of										l					J												
the switches on your network	_	_	_	20	15	15	10		4.0	_ ا		_	اہ	_	_				_	_	_	10	11	11	50	46	
une switches on your network	3	- 2	3	20	15	15	10	11	11	5	5	5	2	- 2	2				U	U	0	10	11	11	50	46	4/

							_																			
Troubleshoot switch problems	20	0 24	24	10	5	5 6	5 7	, 7	10	10	10	12	12	12				0	0	0	6	7	7	64	65	65
Contact technical support for switch problems	1	3	5	1	1	1 6		, ,	10				4	4				2	2	2	6	7	7	32	35	36
Perform preventive	- '	, ,	, ,	1 1		1	,		10	10	10	- 4	- 4	4							U	- '	- '	32	33	30
maintenance on switches		3 3	3	30	30	30 () (0	10			2	2	2				0	0	0	0	0	0	45	45	45
Add hubs to your network		2 2	2 3	5	1	1 7	7 8	3 8	5	5	5	5	5	5				8	6	6	7	8	8	39	35	36
Remove hubs from your										_		_	_	_						_						
network Move hubs on your network		3 2	2 3	10	1	1 () 12	28	0	0	6	5	5	5				2	2	2	0	12	28	26 16	28 31	73
Upgrade the software on you	,) (0	10		1) 12	2 0	-	U	- 0	4	4	4							U	12	U	16	31	- /
hubs	(0 0	0	1	1	1 () (0	C	0	0	0	0	0				0	0	0	0	0	0	1	1	1
Upgrade the hardware on your hubs	(0 0	0	0	0	0 () (0 0	0	0	0	0	0	0				0	0	0	0	0	0	0	0	0
Replace failed hardware	1																									
components on your hubs	(0 0	0	0	0	0 () (0	3	3	3	5	5	5				0	0	0	0	0	0	8	8	8
Modify the configuration on																										
the hubs on your network	(_	0	0	0	0 (, ,	, ,	0		0	0	0	0				0	0	0	0	0	0	0	0	0
Troubleshoot hub problems Contact technical support for	. (0 0	0	5	3	3 (12	2 0	5	5	5	5	5	5				10	10	10	0	12	0	25	47	23
hub problems	,				0	0	, ,		0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	1	4	1
Perform preventive	+ '	1	, 0	U	J	J (1	, ,		- 0	- 0		- 1	-	U	U	U	U	U	0	0	0	0	-	- 1	1
maintenance on hubs	(0 0	0	0	0	0 (0	0	100	100	100	1	1	1				0	0	0	0	0	0	101	101	101
Add DSU/CSU's to your																										
network (This section also includes modular DSU/CSU'	s																									
that are part of a																										
router/switch)		1 1	2	3	2	2 3	3 2	2 8	20	30	5	7	8	2	1	1	1	3	0	0	3	2	8	41	46	28
Remove DSU/CSU from you	r																									
network	(0 0	0	3	2	2 () (8 (20	30	5	7	8	2	0	0	0	3	0	0	0	0	8	33	40	25
Move DSU/CSU on your network	Ι,	,		5	1	1 .		n 0	6	0	3	0	0	0	0	0	0	0	0	0	1	0	a	13	1	22
Upgrade the software on you	ır			Ĭ										Š										10		
DSU/CSU Upgrade your DSU/CSU	- (0 0	0	0	0	0 (9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	0	0	18
Replace failed DSU/CSU	,	,) 0	0	0	0 () 8	6	_	0	5	5	5	0	0	0	0	0	0	0	0	9	12	12	7
Modify the configuration on								, ,		l			J	J	Ŭ		- 0	J	Ü	- 0	- 0	·	·	12	12	
DSU/CSU	(0 0	0	0	0	0 () (9	6	6	6	5	5	5	0	0	0	0	0	0	0	0	9	11	11	29
Troubleshoot DSU/CSU																										
problems	2	2 2	2 3	3	2	2 () (9	144	144	144	60	100	100	0	0	0	4	2	2	0	0	9	213	250	269
Contact technical support for DSU/CSU problems	` _ ;	2 2	2 3	3	2	2 () (0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	4	5
Add CODEC's to your	1																									
network	(0 0	0	0	0	0 () (0	0	0	0	0	0	0	0	0	0	2	5	5	0	0	0	2	5	5
Remove CODEC's from you	r											_														
network Move CODEC'S on your	- () (0	0	0	0 () (0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
network	,	,	, ,	0	0	0	,) (0	0	0	0	0	0	0	0	0	0	0	0	0	n	0	0	0	^
Upgrade the software on you	ır			J	U	<u> </u>	1	, ,		0	U	U	U	U	U	U	U	U	U	U	U	U	U	U	U	U
CODEC'S	(0 0	0	0	0	0 (0	0	0	0	0	0	0	0	0	0	0	0	2	3	0	0	0	0	2	3
Upgrade the hardware on																										
your CODEC'S	(0 0	0	0	0	0 () (0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Replace failed hardware		1				1																				
components on your CODEC'S	,	0 0)	n	0	0) (,	0	0	n	0	n	0	0	n	0	n	n	n	0	n	n	0	0	Λ
Modify the configuration of	 			T T		1	T `			, O	-		- 3	3	J	- 3	J	3	3	- 0	Ť	- 3	- 0	3	J	
the CODEC'S on your] .] .	_					ا										ا	
network Troubleshoot CODEC'S	- () (0	0	0	U () (0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
problems	,	,	, ,	0	0	0 (, ,	0	0	0	0	0	0	0	0	0	0	2	2	0	0	0	0	2	2
Contact technical support for	- '		"	J	-	<u> </u>	1	, ,		"	U	- 0	U	٦	U	U	U	U				- 0	U	U	- 4	
CODEC'S problems		0 0	0	0	0	0 (0 0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
																				_						

Perform preventive																											
maintenance on CODEC'S	0	0	C	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Add sensors to your network	0	0	C	0	0	0	0	0	0	12	12	12	0	0	0	0	0	0	0	0	0	0	0	0	12	12	12
Remove sensors from your																											
network	0	0	C	0	0	0	0	0	0	12	12	12	0	0	0	0	0	0	0	0	0	0	0	0	12	12	12
Move sensors on your																											
network	0	0	2	2 0	0	0	0	0		1	1	1	0	0	0	0	0	0	0	0	0	0	0		1	1	3
Upgrade the software on your																						1					
sensors	0	0	3	3 0	0	0	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1	4
Upgrade the hardware on																											
your sensors	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
7		Ť				_	_	_				_										i i	_		_		
Replace failed hardware																											
components on your sensors	0	0	1		0	0	0	0	0	0	_	0	0	0	0	0	0	0	0	0	0			0	0	0	1
Modify the configuration of	- 0	- 0	-		0		- 0	- 0	0	- 0	U	- 0	U	- 0	U	U	U	- 0	U	- 0	- 0		-	- 0	0	U	
the sensors on your network	0	0			0	0	0	0	0	12	12	12	0	0	0	0	0	0	0	0				0	12	12	1.1
Troubleshoot sensor	0	- 0	-	2 0	U	U	- 0	- 0	U	12	12	12	U	U	U	U	U	U	U	U	- 0		0	U	12	12	14
problems									_		_																
Contact technical support for	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	- 0	0	0	0	0	0	1
				.1 .	_						1 .							_	_	,					ا, ا		_
sensor problems	0	0	1	0	0	0	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1	2
Perform preventive																						I					
maintenance on sensors	0	0	2	2 0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Add monitors/displays to																						I					
your network	3	4	4	1 3	0	1	0	0	0	1	3	0	7	0	16	0	1	0	0	0	9	0	0	0	14	8	30
Remove monitors/displays																											
from your network	4	3	4	1 0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	4	4
Move monitors/displays on																											
your network	1	2	4	50	50	50	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	51	53	55
Upgrade the software on your																											
monitors/displays	1	1	4	1 2	1	1	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	4	3	6
Upgrade the hardware on																											
your monitors/displays	0	0	C	3	1	1	0	0	0	0	0	2	0	0	2	0	0	0	0	0	0	0	0	0	3	1	5
Replace failed hardware																											
components on your																											
monitors/displays	0	0	C	0	3	3	0	0	0	0	0	1	0	0	7	0	0	0	0	0	0	0	0	0	0	3	11
Modify the configuration of																											
the monitors/displays on your																											
network	0	0	C	5	50	50	0	0	0	5	5	5	60	60	60	0	0	0	0	0	0	0	0	0	70	115	115
Troubleshoot		Ť		Ť	- 00	- 00	Ů	_ ĭ	Ĭ	Ť	Ť		- 00	- 00	- 00	Ŭ	Ŭ	·	Ť	Ŭ		i i		Ť		110	
monitors/displays problems	5	4	-	5 5	10	10	0	٥	0	5	5	5	0	2	2	0	0	0	0	0	1	0	0	0	15	21	23
monitoro, displaye problems			_ `	Ť	10	10	-		J		J		Ü			Ü	-	- 0	Ü	Ŭ		Ů	-	Ŭ	10		20
Contact technical support for																											
monitors/displays problems	2	_	Ι,		10	10			_				0	0	0	0	0	0	0	0					0	4.4	45
	3	3	4	+ 5	10	10	U	U	U		- 1	-	U	U	U	U	U	U	U	U	U	U	0	U	9	14	10
Perform preventive																						I					
maintenance on	_	_			_	_	_	_						_		_	_	_			_				4.0	4.0	, .
monitors/displays	0	0		0	0	0	- 0	0	0	10	10	10	0	0	U	Ü	0	0	U	0	0	0	1 0	0	10	10	10
Add video input device to																					_	I					
your network				3	0	2	0	0	0	0	3	2	1	0	60	0	1	1	0	9	85	0	0	0	4	13	150
Remove video input device																						I					
from your network	0	0	C	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0
Move video input device on																						I					
your network	0	0	C	3	0	1	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	3	0	3
Upgrade the software on your	_	l	1					1	1 7		1		ı			1	Ţ	1	Ţ	1		I			l I	Ţ	
video input device	0	0	C	3	0	2	0	0	0	1	1	1	0	0	2	0	0	0	0	4	18	0	0	0	4	5	23
Upgrade the hardware on											1								T			I				T	
your video input device	0	0	C) 1	1	1	0	0	0	0	3	2	0	0	8	0	0	0	0	0	0	0	0	0	1	4	11
Replace failed hardware																											
components on your video		l	1					l			1											I					
input device	0	0	c	0	2	0	0	0	0	1	1	1	0	0	0	0	0	0	0	4	12	0	0	0	1	7	13
Modify the configuration of		Ť		Ť		Ĭ	Ť	Ī	ı		i				1	,			1			i Š	Ť	Ĭ			
the video input device on																						I					
your network	0	0	_	5	0	-	0	0	_	-1	2	2	60	60	60	0	0	0	0	1	1Ω	_	م ا	0	66	67	95
your network	U	U		, o	U			U	U				υU	υU	UU	U	U	U	0	4	10		. 0	U	OO	0/	80

Troubleshoot video input							_					1					1							1			$\overline{}$	
device problems		0	_		_	_		٥	0					0		40		0			-	12				6	45	0.4
device problems		U	0	0	5		5	0	0	U	1	1 1	1	0	4	16	- 0	0	0	0	5	12	0	- 0	0	ь	15	34
Contact technical support for	25																											
video input device problem		0	_		_			_	0					0						_			0					_
Perform preventive	S	U	0	0	5		5	0	0	U	1	1 1	1	0	0	0	- 0	0	0	0	0	1	0	- 0	0	ь	- 6	- /
	.																											
maintenance on video inpu	ι					_			_												_							
device	_	0	0	0	0	C	0 0	0	0	C	1	1 1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1
Add data services wired																												
faxes to your network (such																												
as stand alone faxes, not fa	ax																											
functions supported by PC																												
modem cards)		2	3	4	0	C	1	12	17	17		0	0				2	2	2	0	0	0	12	17	17	28	39	41
Remove faxes from your																												
network		2	3	4	0		0	9	17	17	1 1	1 0	0	0	0	0	0	0	0	0	0	0	9	17	17	21	37	38
Move faxes on your networ	k	0	4	4	0	C) 0	0		18	1	1 0	0	0	0	0	0	0	0	0	0	0	0	18	18	1	40	40
Upgrade the software on you					Ť		1	Ť					ľ	Ŭ	Ŭ	Ŭ	·	Ŭ	Ü		Ŭ		Ŭ			<u> </u>		
faxes	Jui	2	2	3	0		0	٥	0			0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	3
Replace failed hardware				J	- 0		, 0		- 0			, ,	- 0	- 0	- 0	U	- 0	U	U	- 0	U	- 0	- 0	U	- 0			J
			اء	_	_			0	0			3 0	_	0	_	_	_	0	_	_	_	_	_	_	_	_		ا
components on your faxes	+	1	2	3	2	2	<u> 2</u>	0	0	- 0	1 3	0	- 0	0	- 0	0	- 0	0	0	U	U	0	0	- 0	0	6	4	5
Modify the configuration of							.1	I			l	.1	1		l											1		
the faxes on your network		2	3	3	0		0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	11	12	12	13	15	15
Troubleshoot fax problems		2	3	4	5	5	5 5	11	12	12	3	3 0	0	0	0	0	3	3	3	0	0	0	0	0	0	24	23	24
Contact technical support for	or																											
fax problems		2	2	3	0	C) 1	0	0	0	1	1 0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	2	4
Perform preventive																												
maintenance on faxes		2	3	4	0	C	0	0	0	C	2	2 0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	3	4
Perform preventive																												
maintenance on emergence	/																											
wired data network																												
components		1	2	2	1	1	1 1	0	0	0	2	2	2	0	0	0	0	0	0	1	2	2	0	0	0	5	7	7
Add other types of wired da	ıta												_		Ť				_						_	Ť		
network components		0	0	0	5			90	315	120	6		6	0	0	0	0	0	0	45	36	24	90	315	120	236	677	275
network components		-	- 0	- 0			, ,	30	313	120		, ,	- 0	- 0	- 0	U	- 0	U	U	45	30	24	30	313	120	230	- 011	215
Remove other types of wire																												
	u	0	_		_			-00	045	400				0							0.5	-00		045	400	045	055	000
data network components	-	0	0	0	5	() 2	90	315	120	() (0	0	0	0	0	0	0	30	25	20	90	315	120	215	655	262
Move other types of wired																												
data network components	_	0	0	0	20	10	10	90	315	120	(0 0	0	0	0	0	0	0	0	10	12	224	90	315	120	210	652	474
Upgrade software on other																												
types of wired data network																												
components		0	0	0	15	10	10	0	0	C	2	2 2	2	0	0	0	0	0	0	4	6	6	0	0	0	21	18	18
Upgrade hardware on othe	r																											
types of wired data network																												
components		0	0	0	0	C	0	0	0	0	6	6	6	0	0	0	0	0	0	0	0	0	0	0	0	6	6	6
Replace failed parts on oth	er																				1							
types of wired data network							1	I			l		1		l											1 1		
components		0	0	0	1	1	1	n	0	n	2	2 2	2	0	n	0	0	0	0	6	6	6	n	0	n	9	9	9
Modify configuration of oth	er	Ť	J				<u> </u>	Ť	Ĭ		1	1 -	1	Ĭ	Ů	Ŭ	- ĭ		Ŭ		- 1	- 0	Ŭ	- ĭ		Ĭ		J
types of wired data network							1	I			l		1		l											1 1		
components		0	0	0	15	15	5 15	0	_		6		6	0	0	0	0	0	0	6	6	c	0	0	0	27	27	27
Troubleshoot other types of		U	U	0	15	15	, 15	0	0	- 0	-	9 6	ь	0	- 0	U	U	U	U	О	Ö	ь	0	U	U	21		21
	'							I																				
wired data network								I																				
components		0	0	0	20	20	20	0	0	0	6	j 6	6	0	0	0	0	0	0	15	20	15	0	0	0	41	46	41
Contact technical support for	or							I																				
other types of wired data								I																				
network components		0	0	0	0	2	2 1	0	0	0	10	10	10	0	0	0	0	0	0	0	0	0	0	0	0	10	12	11
Perform preventive		T																										
maintenance on other types	3						1	I			l		1		l											1 1		
of wired data network							1	I			l		1		l											1 1		
components		0	0	0	30	30	30	0	0	o	2	2 2	2	0	0	0	0	0	0	0	0	0	0	0	0	32	32	32
1								<u> </u>			•					·			·		٠,			Ŭ				

_																												
	Provide modified																											
	documentation after new																											
	installs/upgrades for other																											
	types of wired data network																											
	components	0	0	C	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	2	1	0	0	0	2	3	2
	Any other instances of																											
	unique Services/Functions																											
	related to wired data services																											
	* Services not covered in the																											
	other forms.	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		52	104	0	0	0	0	52	104
	Provide user training for																											
	wired data services	1	1	2	50	50	50	0	0	0	5	5	5	0	0	0				0	0	0	0	0	0	56	56	57
	Number of help desk																											
	requests in support of wired																											
	data services	2	2 2	3	100	100	100	20	22	22	0	0	0	520	520	520				90	100	120	20	22	22	752	766	787
	Install inside cable in support																											
	of wired data services	4	. 3	. 4	400	50	50	90	315	120	8	11	11	25	25	25	24	24	24	45	16	200	90	315	120	686	759	554
	Maintain inside cable in		<u> </u>		.50	30	30	30	0.0	0	- 0					0				.5	.0	230	- 50	0.0	0	550	. 55	554
	support of wired data																			l								
	services	2	3	4	200	50	50	0	0	0	112	112	112	100	100	100	24	24	24	48	12	12	0	0	0	486	301	302
	Troubleshoot inside cable in	-		1	200	30	30	0	0	U	112	112	112	100	100	100	24		24		12	12	Ŭ	- 0	- 0		501	502
	support of wired data			1																1						I		
	services	2	, ,		100	50	50	20	22	22	24	24	24	150	150	150	24	24	24	4	6	24	20	22	22	344	301	319
—	Upgrade inside cable in	É	-	1	100	30	30	20	- 22	- 22	24	24	24	130	130	150	24	24	24		0	- 24	20	- 22	22	544	301	319
	support of wired data			1																l						I		
	services		_			0	_	90	315	120	3	2	2				24	24	24		0	_	90	315	120	208	659	270
	Install outside cable in	<u>'</u>		1 3	U	U	U	90	315	120	3	3	3	0	U	U	24	24	24	U	U	U	90	315	120	208	039	210
	support of wired data			1																1						I		
				_ ا	ا ا	_	_		245	400		_		_	_	_	_	_	_		_	_	00	245	400	201	040	252
-	services Maintain outside cable in	1	1 1	3	5	5	5	90	315	120	1	2	1	5	3	5	3	3	3	6	2	2	90	315	120	201	646	259
				1																1						I		
	support of wired data	1		l .		_														اء							l	
—	services	1	2	3	5	5	5	0	0	0	50	50	50	3	3	3	24	24	24	0	0	0	0	0	0	83	84	85
	Troubleshoot outside cable in			1																1						I		
	support of wired data			1																						I		
	services	2	3	3	5	5	5	0	0	0	3	3	3	12	12	12	24	24	24	2	1	2	0	0	0	48	48	49
	Upgrade outside cable in																			l								
	support of wired data																			l								
L	services	2	2 2	3	1	1	1	0	0	0	1	2	2	0	0	6	3	3	3	0	0	0	0	0	0	7	8	15
C.5.3.4.	VTC/Video Services																											
	Project Planning and			1																l						I		
	Management		<u> </u>																									
	A Project Completed	0	1	1	0	0	1	0	0	0	3	3	1	0	0	0	1	1	1	60	108	180	0	0	0	64	113	184
	An approval or a Needs																			T						l		
	Assessment for new systems,			1																l						I		
	major upgrades, or			1																l						I		
	modifications submitted Install, Operate and Maintain	0	1	1	0	0	1	0	0	0	3	3	1	0	0	0	1	1	1	1	1	1	0	0	0	5	6	5
	Install, Operate and Maintain																											
	Video Teleconferencing			1																1						I		
	Services		L	<u></u>																l						0	0	0
	Process FTS requests for																											
	VTC service.	35	48	47	1	0	1	22	22	24	48	73	100	308	230	288	16	16	24	60	108	180	22	22	24	512	519	688
	Process FTS Disconnect																											
I	Orders for VTC services.	0	0	C	1	0	0	0	0	0	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	13	0	0
	Install Video																											
	Teleconferencing Equipment			1																l						I		
		2	2	1	0	0	1	6	2	0	2	1	1	0	0	0	1	1	1	1	2	3	6	2	0	18	10	7
	Resolve problems with Video		i -	<u> </u>				l i	1								1			- 1			1			<u> </u>		
I	Teleconferencing Equipment			1																1						I		
	Land Land Land	3	2	3	5	5	5	n	0	0	5	2	1	30	23	28	4	6	7	5	5	5	n	0	0	52	43	49
	Perform PM on Video		1 -						- 3					55	20	20					3			- 3	- 0	- 52	73	3
I	Teleconferencing Equipment			1																l						I		
	Total Control of the	Δ	. 3	Δ.	1	1	1	0	0	0	2	5	5	0	٥	0	2	2	2	16	16	16	0	0	0	25	27	28
	1				. '		. '	J	U	U		. 3		J	J	U		2		10	10	10	J	U	U		- 21	20

Delineal Video electrometric gruphment of control of the control o																												
Rescribe desidop video Opening of the conference of the conferenc	De-install Video																											
Seached delation video Seached video Seached Sea	Teleconferencing Equipment																											
meleconferencing equipment planed of the property of the prope		C	0) 1	1 C	0	1	0	0	0	0	0	1	0	0	0	1	1	1	0	0	0	0	0	0	1	1	4
Toolbears On the provide in terconferencing equipment On the provide in the pro	Resolve desktop video																											
Toolbears On the provide in terconferencing equipment On the provide in the pro	teleconferencing equipment																											
Requirement of services Add video teleconferencing experiment of services Add video teleconferencing experiment Add			0 0) () 2	0	0	0	0	0	1	1	1	0	0	0	1	3	12	0	2	2	0	0	0	4	6	15
equipment or services Ad yides blacorrenning properties of the					1				_																_			
Add video teleconferencing suppressed of a services including profit profit of a services including profit																												
Add video relaconferencing equipment of earthcase 1 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	equipment of services													450	400						400	004				004	000	000
Sequence of services Charge vide Charge vide Charge vide Selection of the provide of the polyment of services including on the polyment of		·) 1		1 2		0	ь	2	ь	- 1	4	4	156	120	144	U	1	1	60	108	204	ь	2	ь	231	238	366
Charge vides of the conferencing equipment or services, including on the conferencing equipment or services, including on the conferencing equipment or services including on the conferencing equipment of services of the conferencing equipment of the conferencing equipment of services of the conferencing equipment of the conferen																												
electroferencing equipment or services including of the control		1	1 0) ′	1 0	0	1	6	2	6	1	1	1	0	0	0	0	1	1	0	1	1	6	2	6	14	7	17
or services, including confusion and interest vision better vision vision better vision better vision better vision vision better vision vision better vision vision vision vision better vision vision vision vision vision vision vision visio																												
Configuration modification 1 2 1 0 1 0 0 0 4 1 1 0 0 0 3 2 3 0 0 0 0 0 0 0 0 0	teleconferencing equipment																											
Configuration modification 1 2 1 0 1 0 0 0 4 1 1 0 0 0 3 2 3 0 0 0 0 0 0 0 0 0	or services, including																											
Delete video de lescorferencing equipment of aeriginal provincial del conferencing equipment of seriginal provincial prov		1	1 1		2 1	0	1	0	0	0	4	1	1	0	0	0	3	2	3	0	0	0	0	0	0	9	4	7
teleconferencing equipment 0 0 0 0 0 0 0 0 0																												
or services																												
Provide user training for video teleconferencing equipment or services				, ,					0	0	40			0	0	0	0	_	0	0		0				40	4	2
video teleconferencing outpurement of services 1) (, ,) (U	U	U	U	12	- '	- 1	U	U	U	U	U		U	U	U	-			12		3
equipment or services 1 1 2 1 1 2 2 0 0 10 1					1																							
Move CCTV equipment or services					1																							
Services		1	1 1	1 2	2 1	1	1	2	0	0	10	10	10	0	0	0	14	13	17	4	4	4	2	0	0	34	29	34
Add CCTV equipment or services	Move CCTV equipment or				1																							
Add CCTV equipment or services	services		0 0)(1	0	0	0	0	0	0	0	1	0	0	0	0	0	3	0	0	0	0	0	0	1	0	4
Services																												
Change CCTV equipment or services			0 2	,	1 1	0	0	0	3	0	0	0	1	0	0	0	0	0	1	3	6	10	0	3	0	4	14	13
Services									_																_			
Delete CCTV equipment or			2	, ,					0	0	0	0	1	0	0	0	0	0	2	2	6	10		0	0	4		15
Services			J 2		<u> </u>	U	U	U	U	U	0	U	- '	U	U	U	U	U	3	3	О	10	U	U	U	4	0	13
Move surveillance systems											_														_		_	
Sequipment or services) 2	-	1 1	U	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	1	2	3
Add surveillance systems equipment or services 0 0 0 1 1 1 1 0 0 0 0 0 0 0 0 0 0 0 0																												
equipment or services		C	0 0) (0 0) 1	0	0	0	0	0	0	1	0	0	0	0	0	2	0	0	0	0	0	0	0	1	3
Change surveillance systems equipment or services Quipment or services	Add surveillance systems																											
equipment or services	equipment or services	C	0 0) 1	1 1	1	0	0	0	0	0	9	47	0	0	11	0	0	2	3	6	10	0	0	0	4	16	71
equipment or services	Change surveillance systems																											
Delete surveillance systems equipment or services																												
Delete surveillance systems	oquipment of cervices) (,	1 0			0	0	0	0	0	a	0	0	0	0	0	0	3	6	10	0	0	0	3	6	20
equipment of services	Delete surveillance systems		, ,	1				·	·	Ŭ	·		J	ď	·	Ŭ	Ŭ		·	J	Ŭ		Ů	Ŭ	U	J		20
Move streaming video												_		_						_								
equipment) (, .	1 (0	0	- 0	0	0	0	- 0	- 0	- 0	U	0	0	0	0	- 0	0	0	- 0	- 0	0	0	0	- 1
Add streaming video equipment 0 0 1 0 0 1 0 0 0 0 0 0 0 0 1 0 0 0 0																												
equipment			0 0) (0 0	0	0	0	0	0	0	0	0	0	0	0	2	2	3	0	0	0	0	0	0	2	2	3
Change streaming video equipment 0 0 1 1 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0	Add streaming video																											
Equipment		C	0 0) ′	1 0	0	1	0	0	0	0	0	1	0	0	0	1	1	1	0	0	0	0	0	0	1	1	4
Delete streaming video equipment	Change streaming video																											
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Equipment			1	1	i i	1 -														1	7							Ť
Requests for video capture 0 0 1 1 15 15 15 15 0 0 0 12 12 14 24 48 48 3 5 5 15 25 40 0 0 0 69 105 123 Requests for video archive 4 5 8 10 10 10 10 0 0 0 2 2 2 4 6 12 12 4 4 4 25 30 40 0 0 0 51 63 78 Number of help desk requests in support of Video services 45 52 60 80 80 80 22 22 24 100 125 175 0 0 0 0 6 5 6 8 10 10 22 22 24 283 316 379 Instances of unique applications related to video services 2 3 5 3 3 3 0 0 0 0 0 4 1 1 2 12 12 12 0 0 0 0 0 0 18 19 26 Install inside cable in support of Video services 2 1 3 20 2 2 6 2 0 0 0 9 9 9 0 0 0 0 4 4 5 2 5 8 0 0 0 37 21 27 Troubleshoot inside cable in support of video services 2 1 3 5 5 5 0 0 0 3 3 3 3 0 0 0 0 4 4 5 2 5 8 0 0 0 16 18 24 Upgrade inside cable in		,	0	,	,	,	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Requests for video archive		_	1 0	1	1 15	1 =	15	•	^	- 0			1.4	24	48	/Ω	3	-	Ė	15	25	40	•	0	0	60	105	122
Number of help desk requests in support of Video services										0			14				3	2	2					0	0			
requests in support of Video services		4	+ 5	1 2	10	10	10	0	0	0	2	2	- 4	б	12	12	4	4	4	25	30	40	0	U	U	51	63	78
Services 45 52 60 80 80 80 22 22 24 100 125 175 0 0 0 6 5 6 8 10 10 22 22 24 283 316 379					1																							
Instances of unique applications related to video services					1																							
applications related to video services		45	5 52	60	08	80	80	22	22	24	100	125	175	0	0	0	6	5	6	8	10	10	22	22	24	283	316	379
applications related to video services	Instances of unique				1																							
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Install inside cable in support of video services		2	2 3	3 .	5 3	3	3	0	0	0	0	0	4	1	1	2	12	12	12	0	0	0	0	0	0	18	19	26
of video services 2 1 3 20 2 2 6 2 0 0 0 1 0 1 3 3 5 2 5 8 6 2 0 40 15 19 Maintain inside cable in support of video services 2 1 3 20 2 2 0 0 9 9 9 0 0 4 4 5 2 5 8 0 0 0 37 21 27 Troubleshoot inside cable in support of video services 2 1 3 5 5 5 0 0 0 3 3 0 0 0 4 4 5 2 5 8 0 0 0 16 18 24 Upgrade inside cable in 1 3 5 5 5 0 0 0 3 3 0 0 0 4 4		T -	T	T -	T	T	ΙŤ	Ť	Ĭ	Ĭ	Ť	Ĭ									1	Ŭ	Ĭ					
Maintain inside cable in support of video services 2 1 3 20 2 2 0 0 9 9 9 0 0 0 4 4 5 2 5 8 0 0 0 37 21 27 Troubleshoot inside cable in support of video services 2 1 3 5 5 5 0 0 0 3 3 3 3 0 0 0 4 4 5 2 5 8 0 0 0 16 18 24 Upgrade inside cable in			2 4		3 20	,	2	6	2	0	^	0	0	4	0	1	3	2	F	2	E		6	2	0	40	15	10
support of video services 2 1 3 20 2 2 0 0 9 9 9 0 0 4 4 5 2 5 8 0 0 0 37 21 27 Troubleshoot inside cable in support of video services 2 1 3 5 5 5 0 0 3 3 3 0 0 4 4 5 2 5 8 0 0 0 16 18 24 Upgrade inside cable in		_	<u> </u>	+ `	<i></i>	1 -		- 6		U	- 0	U	U	- '	U		3	3	э	2	3	0	ь		U	40	13	19
Troubleshoot inside cable in support of video services 2 1 3 5 5 5 0 0 0 3 3 3 0 0 0 4 4 5 2 5 8 0 0 0 16 18 24 Upgrade inside cable in		Ι.			.1								_			_						_						
support of video services 2 1 3 5 5 5 0 0 3 3 3 0 0 4 4 5 2 5 8 0 0 0 16 18 24 Upgrade inside cable in Image: Contract of the contract of		2	<u> </u>	1 3	3 20	2	2		0	0	9	9	9	0	0	0	4	4	5	2	5	8	0	0	0	37	21	27
Upgrade inside cable in					1																							
		2	2 1	1 3	3 5	5	5	0	0	0	3	3	3	0	0	0	4	4	5	2	5	8	0	0	0	16	18	24
					1																							
		C	0 0) (0 0	0	0	0	0	0	0	2	2	0	0	0	3	3	6	0	0	0	0	0	0	3	5	8

	Install outside cable in																										
	support of video services) (0 0	2	1 1	1 0	0	0	0	0	0	0	0	0	3	3	4	0	0	0	0	0	0	5	4	5
	Maintain outside cable in																										
	support of video services	() (0 0	2	1 1	1 0	0	0	0	0	0	0	0	0	3	4	5	0	0	0	0	0	0	5	5	6
	Troubleshoot outside cable in																										
	support of video services	() (0 0	2	1 1	1 0	0	0	0	0	0	0	0	0	3	3	4	0	0	0	0	0	0	5	4	5
	Upgrade outside cable in																										
	support of video services) (0 0	0	0 1	1 0	0	0	0	0	0	0	0	0	2	2	4	0	0	0	0	0	0	2	2	5
	Radio Services and																										
C.5.3.5	Support																										
	Project Planning and																										
	Management																										
	The number of Radio Service	2	2 2	2 2		7 (0	0	0	2	20	2	0	30	0	0	0	0	16	10	5	0	0	0	20	69	9
	or Support projects you plan,																										
	Install, Operate and Maintain																										
	Radio Services and Support																										
	Install, test and submit for																										
I	acceptance new or upgraded																										
L	systems	1	1 :	3 4	1	7 1	1 0	0	0	4	2	4	0	30	0	0	0	0	16	10	5	0	0	0	22	52	14
	Provide 'as built'																										
	documentation of system	1	1 2	2 4	0	0 0	0 0	0	0	0	0	0	0	30	0	0	0	0	16	10	5	0	0	0	17	42	9
	Resolve radio equipment																										
	problems	2	2 4	4 4	1	7 4	4 0	0	0	96	194	100	100	100	100	51	35	24	5	6	6	0	0	0	255	346	238
	Move mobile equipment	2	2 :	3 4	0	1 1	1 0	0	0	6			0	0	0	24	52	24	6	5	6	0	0	0	38	65	35
	Add mobile equipment	(0 (0 37	0	1 (0 0	0	0	0	87	15	0	0	0	0	0	0	8	3	5	0	0	0	8	91	57
	Change mobile equipment	(0 (0 0	0	1 (0 0	0	0	0	87	16	47	70	0	0	0	0	8	5	7	0	0	0	55	163	23
	De-install mobile equipment	(0 (0 24	0	0 0	0 0	0	0	4	2	0	47	70	0	0	0	0	27	35	30	0	0	0	78	107	54
	Move base station equipment																										
		3	3 (0 1	0	2 (0 0	0	0	0	8	6	0	0	0	0	0	0	15	4	6	0	0	0	18	14	13
	Add base station equipment																										
		3	3	1 5	0	2 0	0 0	0	0	0	18	4	0	0	0	0	0	0	16	10	5	0	0	0	19	31	14
	Change base station																										
	equipment	(0 (0 0	0	2 (0 0	0	0	0	38	0	2	23	0	24	52	0	13	8	10	0	0	0	39	123	10
	De-install base station																										
	equipment	(0 (0 1	0	2 0	0	0	0	4	20	4	2	23	0	0	0	0	16	10	5	0	0	0	22	55	10
	Move repeaters.	0	0 (0 0	1	0 0	0 0	0	0	2	4	2	0	0	0	0	0	0			1	0	0	0	3	4	3
	Add repeaters	() (0 0	0	0 0	0	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	0
	Change repeaters	(0 (0 0	0	1 (0 0	0	0	0	15	0	0	6	0	0	19	0			1	0	0	0	0	41	1
	De-install repeaters	(0 (0 1	1	0 0	0 0	0	0	0	1	0	15	6	0	0	0	0	0	0	0	0	0	0	16	7	1
	Move radio control consoles																										
		(0 (0 0	2	0 0	0 0	0	0	0	0	0	0	0	0	6	8	0			5	0	0	0	8	8	5
	Add radio control consoles.	(0 (0 0	0	0 0	0 0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	0	0	0	0	0	5
	Change radio control																										
	consoles.	(0 (00	0	0 0	0 0	0	0	0	0	0	0	0	0	0	48	0	7	5	2	0	0	0	7	53	2
	De-install radio control																										
	consoles.	(0 (0 0	1	0 0	0 0	0	0	0	9	0	1	0	0	0	48	0	0	0	3	0	0	0	2	57	3
	Move data radios	C	0 (0 0	0	0 0	0 0	0	0	0	0	0	0	0	0	0	0	0			2	0	0	0	0	0	- 2
	Add data radios.	0	0 (0 0	1	1 (0 0	0	0	0	0	0	0	0	0	0	0	0	22	6	2	0	0	0	23	7	2
	Change data radios.	C		0 0	0	0 0	0 0	-	0	0	0	0	68	68	0	0	0	0	1	1	4	0	0	0	69	69	4
	De-install data radios.	0	0 0	0 0	0	0 0	0 0	0	0	0	0	0	68	68	0	0	0	0	0	2	1	0	0	0	68	70	1
	Move AM radios.	C	0 (00	0	0 0	0 0	0	0	1	1	2	0	0	0	0	0	0	0	0	0	0	0	0	1	1	- 2
	Add AM radios.	0	0 0	0 0	0	0 0	0 0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	Change AM radios.	C	0 (00	0	0 0	0 0	0	0	0	0	2	0	0	0	0	8	0	0	0	0	0	0	0	0	8	- 2
	De-install AM radios.	() (0 0	0	0 0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	Move FM radios.	(0 0	0 0	0	0 0	0 0	0	0	0	0	0	0	0	0	0	0	0	3	2	6	0	0	0	3	2	6
	Add FM radios.	0	0 0	00	0	0 0	0 0	0	0	0	0	0	0	0	0	0	0	0	16	10	5	0	0	0	16	10	
	Change FM radios.	C	0 (00	0	0 0	0 0	0	0	0	0	0	0	0	0	0	0	0	16	10	5	0	0	0	16	10	
	De-install FM radios.	0	0 (00	0	0 0	0 0	0	0	0	0	0	0	0	0	0	0	0	10	16	5	0	0	0	10	16	
	Move Public Service																										
	Broadcast or information																										
	radios.	(0 0	0 0	0	0 0	00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	

	Add Public Service																										
	Broadcast or information																										ı
	radios.	0	0	0	0	0	0 (0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Change Public Service																										
	Broadcast or information																										
	radios.	0	0	0	0	0	0 (0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	De-install Public Service																										
	Broadcast or information																										
	radios.	0	0	0	0	0	0 (0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Move radio or microwave																										
	tower.	0	0	0	0	0	0 (0	0	1	2	0	15	0	0	0	0	1	0	0	0	0	0	0	16	2	1
	Add radio or microwave																										
	tower.	0	0	0	0	0	0 (0	0	0	2	0	0	0	0	0	0	0	0	0	1	0	0	0	0	2	1
	Change radio or microwave																										
	tower.	0	0	0 0	0	0	0 (0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2	0
	De-install radio or microwave																										
	tower.	0	0	0	0	0	0 (0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	2
	Move radio control over IP						1		1	I								T	T			I					
	device.	0	0	0 0	0	0	0 (0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Add radio control over IP																										
	device.	0	0	0 0	0	0	0 0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	Change radio control over IP																										
	device.	0	0	0	0	0	0 (0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	De-install radio control over													-													
	IP device.	0	0	0	0	0	0 (0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Move terminating equipment																										
	(MUX)	0	0	0	0	0	0 (0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Add terminating equipment																										
	(MUX)	0	0	0	0	0	0 (0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Change terminating																										
	equipment (MUX)	0	0	0	0	0	0 (0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
	De-install terminating																										
	equipment (MUX)	0	0	0	0	0	0 (0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
	Perform preventive																										
	maintenance on radio																										Į.
	equipment	0	0	0	0	3	2 (0	0	0	0	0	30	30	30	195	195	195	6	2	5	0	0	0	231	230	232
	Remove and reinstall mobile																										
	radios for vehicle																										
	replacement	2	1	11	0	0	0 (0	0	0	4	2	47	70	0	27	27	27	27	35	30	0	0	0	103	137	70
	Test and operate equipment																										
	in order to establish its																										
	operating characteristic																										
	parameters and permissible																										
	tolerances	0	0	37	0	12 1	2 (0	0	4	6	6	30	30	30	195	195	195	0	0	0	0	0	0	229	243	280
	Programming radio user																										
	groups, frequencies, CTCSS,						1		1																		
	NACS, talk groups, user						1		1																		
	groups, and other required						1			I												I					
	parameters.	0	0	37	0	2	2 (0	0	0	237	200	30	30	30	34	34	34	33	61	274	0	0	0	97	364	577
	Radio Equipment and																										
	Spectrum XXI Information						1			I												I					ŀ
	System (IS) support						1			I												I					ŀ
	Power systems installed	0	0	0 0	0	0	0 (0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Power systems de-installed	0	_		0	0	0 (0		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Power systems moved	0	0 0	0	0	0	0 (0	0	0			0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Tower inspections	1	1	1 1	0	0	0 (0	0	9	10	4	30	30	30	36	36	36	0	0	0	0	0	0	76	77	71
	Replace tower lighting	0) (0	0	0	0 (0	0	0		0	0	0	0	9	9	9	5	4	4	0	0	0	14	14	13
	Request new frequency																										
	assignments.	0	0	2	0	0	0 (0	0	0	20	6	0	0	0	2	5	0	0	0	0	0	0	0	2	25	8
	Review existing frequency																										
I	assignments (5-year update)						1			I												I					ļ
I	, , , , , , , , , , , , , , , , , , , ,	3	3	3	0	0	0 2	2 2	2	0	250	120	30	30	30	12	48	48	0	66	27	2	2	2	49	401	232

Report frequency																													
interference	()	0	0	0	0	(0	()	0	6	8	4	C) ()	0) (0	0	1	1		0	0	6	9	5
Interference cases																													
investigated	()	0	0	0	0	C	2	()	0 2	26	17	20	C		0	0) (0	0	1	1	2	2 0	0	30	18	21
Interference cases resolved	()	0	0	0	0	(2	()	0 2	20	17	20	0)	0) (0				2	2 0	0	24	17	20
Gather and compile radio																													
equipment contract																													
requirements	()	6	3	2	2	2	0	()	0	0	6	1	C		0	0) (0	0	1	1		0	0	2	15	7
Assist in the development of																													
radio contract solicitation	()	6	3	0	0	C	0	()	0	2	3	1	C	30	0	0 5	5 5	5 5	0	C) (0	0	7	44	9
Assist in evaluation of																													
solicitation bids	()	1	1	0	0	C	0	()	0	0	2	0	C	30	0	3 0	8 8	8	0	C) (0	0	8	41	9

PARAGRAPH NUMBER			CEMVK			CEMVM			CEMVN			CEMVP			CEMVR			CEMVS			CEMVD)	CEN	NVD TOT	ALS
NOMBER		FY05	CLIVIV	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04		FY03	FY04	FY05	FY03		FY05
C.5.3	Communications	1 103		1 100	1 103	1 104	1 100	1 103	1 104	1 103	1 103	1 104	1 103	1 103	1 104	1 103	1 103	1 104	1 100	1 103	1 104	1 103	1 103	1104	1 100
C.5.3.1	Wireless Voice and Data										1			ł	-	-	ł	-			1	1			
C.3.3.1						-				1	1			ļ			!				1		_		
	Project Planning and																							. !	ı
	Management						1															<u> </u>			
	Studies Submitted	4	5	6	12	_					26) 4	1 2	2 3	0) () (66	82	94
	Consults Provided	1044	1044	1044	(6 6	6		0 0	,	26	38	40	20	0 30	40	4	1 2	2 3	0) (1100	1120	1133
	Business Cases prepared	0	2	2	6	6 6	6	C	0 0) (0	C	0) (0 2	2 1	4	1 2	2 3	0) () (10	12	12
	Design's created and																							. !	ı
	submitted	4	4	4	6	6 6	6		0 0) (0 0		0 0		1 2	2 1	4	1 2	2 3	0) () (15	14	14
	Test's conducted	60		60	4	1 9			0 0		0 0	`) (, ,		4	1 2	- 0	0	,) (68	71	75
	Certification's completed	310	322	360	(0 0	0	C	0 0) (39	44	60) (0 0) 1	16	6 14	15	39	44	4 60	404	424	496
	Project's created and																								ı
	submitted	4	5	6	() (0	C	0 0) (0 0	C	0 0) (0 3	3 2	4	1 2	2 3	0) () (8	10	11
	Wireless Voice and Data																								ı
	Services	ļ			ļ		ļ		ļ		1	ļ	ļ	!	_	ļ	<u> </u>	ļ			ļ	ļ		!	
	Routers installed	0	0	0	() (C	0 0		0	C	0	30			0	0 0	, ,	0) (30	0	1
	Routers configured	0	0	0	C	, ,		C		_	0	C	0	30	_		0	, -	2 2	0) (30	2	2
	Routers deinstalled	0	0	0	() (C	, ,		0	C	0 0) (, ,		0	, ,	0 0	0	_	0 0	0	0	0
	AP activated	12		10	() (C			6	_ `	3	3 30		, ,) 2	-	'	0) (50	21	17
	AP configured	36		36	() (C			6	,		30			2		'	0) (74	49	40
	AP deactivated	12	6	6	() (0	C) 2	12	2 () (-		0		-	0) () (14	18	6
	Pagers activated	4	1	2	8	3 4	2	C			0	C	0) (-		0			4	1	1 2	16	16	10
	Pagers deactivated	11	11	4	6	3	1	34			3 11	8	3	3 10	0 0	0	0	35		11	11	1 4	83	106	38
	Mobile satellites activated	3	3	1	6	6 4	12	1	1 2	2 1	1 1	1	1	1 (0 0	0	3	3 0) 2	0) () (14	10	17
	Mobile satellites deactivated																								
		1	1	1	5	5 E	8	(0) () 1	1	1	1 (0 0	0	1	1 0) 1	0) () (8	8	11
	Cellular telephone activated	130	118	84	144	204	144	53	3 31	36	36	89	14	1 12	2 12	2 12	34	1 44	42	21	6	5 21	430	504	353
	Cellular telephone																								
	deactivated	63		31	12			64							0 0	0	34			9) 8	3 11	193	263	134
	PDA activated	1	25	39	12			42			2 23				-		4			0		3 7	82	165	103
	PDA deactivated	0	0	4	C	24		C	-		5	13	22	_	, ,		0			0		1 1	5	75	39
	GPS activated	36		36	3	3 3	3	625					0 0) (0 0	0	37			0	_) (701	736	733
	GPS configured	108	108	108	3	3 3	3	626		_			0 0) (0 0	0	161	-	_	0	,) (898	1066	1063
	GPS deactivated	6	6	6	3	3 3	3	(0 0) (0	C	() (0 0) 0	0	10	11	360	360	360	369	379	380
	Microwave radio activated																							. !	1
	(analog)	0	0	0	(0 0	0	2	2 0) (0 0	C	0 0) (0 0	0	0	0 0	0	0) () (2	0	0
	Microwave radio activated			_								_	_							_	_				
	(digital)	0	0	0	2	2 2	0) () (0) (0 0) 0) (0	0) () (2	2	0
	Microwave radio configured				l .							١.,													
	(analog)	U	0	0			0		2 0	, ,	0) (0 0	0) (0	U) (3	0	- 0
	Microwave radio configured	_	_	^		, ,	_] ,			,] ,		.		,		, ,	, ,	_					_
	(digital) Microwave radio deactivated	0	0	0	 	1	1 0		, 0	, (0	H (1	1 '	0 0	, 0		, 0	0	- 0	<u> </u>	, ,	2	1	0
		_	_						0		,) (,				_		, ,			
	(analog)	0	0	0		1 (6	C	1 0	, (0	1	1	1 '	0	0		1 0	0	- 0	1	1 (0	0	- 6
	Microwave radio deactivated (digital)	_	_					,			,			, ,		,				_		, ,			
	Microwave repeater installed	0	U	0	_	, (0		, ,	, (, 0	1	1	1 '	0 0	, 0		1	, 0	- 0	1	1	0	0	U
	(analog)	_	_	_	,						,	,	, ,	, ,	م ا	,		,		_		, ,			_
	Microwave repeater installed	0	U	0	<u> </u>	, (, 0		1	,	, 0	— "		1 '		, 0	1	1	, 0	- 0	1	1	0		U
	(digital)	_		_							,	١ ,		J ,		,				_		, ,			
	Microwave repeater	- 0	0	0	<u> </u>	1 (1 0		1 0	, (1 0	H (1	1 '	<u> </u>	, 0		, 0	, 0	- 0	'	1	0	0	0
	configured (analog)	_	_	^							,			, ,		,		,	, ,	_					_
	Microwave repeater	0	0	0	— '	1	1 0		1 0	1	1 0	1	1	1 '	0 0	, 0	1	1	0	- 0	Ή '	1	0	0	0
	configured (digital)	_		_							,	١ ,) (0 0	,				_		, ,	0		
	Microwave repeater	0	U	0	_	, (0		, ,	, (, 0	1	1	1 '	0 0	, 0		1	, 0	- 0	1	1	0	0	U
		_									, ,	١ ,		, ,						_				_	2
	deactivated (analog)		0	0		1 (<u>'1 2</u>		1 0	′1 (<u> </u>	1 (1 (1	υ <u>ι</u> (, 0		ין ע	<u>'</u> 0		1 (, (<u> </u>	U	

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Microwave repeater deactivated (digital)	0 0 0 0 0 0 0 0 0 0 0 0 1928 1966 0 1904 1942 0 44 14 0 0 0 24 0 0 0 0 0 4 4 0 0 0	0 2 0 1924 1900 2 0 0
Microwave repeater	0 0 0 0 0 1928 1966 0 1904 1942 0 44 14 0 0 0 24 0 0 0 0	
Description Description	0 0 0 0 0 1928 1966 0 1904 1942 0 44 14 0 0 0 24 0 0 0 0	
Microwave repeater deinstalled (digital)	0 0 0 0 0 1928 1966 0 1904 1942 0 44 14 0 0 0 24 0 0 0 0	
deinstalled (digital)	0 1904 1942 0 44 14 0 0 24 0 0 0 0 4 4	
Work Orders Submitted	0 1904 1942 0 44 14 0 0 24 0 0 0 0 4 4	
Work Orders completed	0 1904 1942 0 44 14 0 0 24 0 0 0 0 4 4	
Add wireless data network component 0 0 0 2 2 2 2 0 0 0 0 12 12 0 0 30 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 44 14 0 0 24 0 0 0 0 4 4 0 0 0	2 0 0 2 2
Component	0 0 24 0 0 0 0 4 4 0 0 0	0 0 2 0
Remove wireless data	0 0 24 0 0 0 0 4 4 0 0 0	0 0 2
network component	0 0 0	0 0 2 0
Move wireless data network	0 0 0	0 2
Component	0 4 4	0
Upgrade software wireless data network component 0 0 0 2 2 2 0 0 0 2 2	0 4 4	0
data network component	0 4 4 0 0 0 0 0 0 1 14	0
Upgrade hardware wireless data network component 0 0 0 0 0 0 0 0 0	0 0 0	0
data network component	0 0 0	0
Replace failed parts on wireless data network component 0 0 0 1 12 12 12 0 0 0 0 0 0 0 0 2 0 0 0 0	0 1 14	
wireless data network	0 1 14	
Component O O O O I 12 12 0 O O O O O O O O O O O O O O O O O O	0 1 14	
Modify configuration of wireless data network	1 14	40
wireless data network component 0 0 1 1 1 0 0 2 2 0 <t< td=""><td></td><td>12</td></t<>		12
Component		
Troubleshoot wireless data network component 0 0 0 1 1 1 0 0 0 12 12 0 0 2 0 0 0 0 0		
network component	0 3 3	1
Contact technical support for wireless data network component 0 0 1 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0		
wireless data network component 0 0 1 1 0 <t< td=""><td>0 13 15</td><td>1</td></t<>	0 13 15	1
Component 0 0 0 1 1 1 0 0 0 0		
Add wireless data network component 0 0 0 1 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0		
component 0 0 0 1 1 1 0	0 1 1	1
Provide modified		
documentation 0 0 0 1 1 1 0 0 0 24 24 24 0 0 0 0 0 0 0 0 0	0 1 1	1
Provide unique service		
C.5.3.2 Voice Services (wired) Image: Complete of the	0 25 25	25
A Project Completed Replacement Plan for Wired	0 36 47	57
Replacement Plan for Wired		
Voice equipment Developed		
4 2 0 1 1 1 60 120 13 4 4 0 1 1 3 3 3 0 1	0 71 132	129
Develop Plans 1 1 1 0 0 0 55 57 120 2 2 2 0 1 0 3 3 3 1 0	0 62 64	126
Develop Estimates 5 2 3 1 1 1 195 220 240 5 5 2 12 12 12 3 3 3 1 1	0 222 244	261
Review submitted projects 4 2 0 0 0 0 120 120 120 3 3 2 6 12 12 3 3 3 4 1	0 140 141	137
Perform Risk assessment 0 0 0 0 0 102 180 180 4 2 4 12 12 12 3 3 3 0 0	0 121 197	199
Prepare documents for		
changes 24 14 4 120 120 120 252 287 366 0 0 0 6 6 6 3 3 3 12 12 1		511
Test and evaluate plans 24 14 4 24 24 24 165 240 240 8 8 7 6 6 6 3 3 3 12 12 1		296
Perform backup 48 28 8 72 72 72 339 380 409 0 0 0 365 365 0 0 0 48 48 4	8 507 893	902
A Device and Service		
Provided		
Circuits troubleshot and		
troubles cleared 3 2 2 1283 1217 1236 4 7 0 47 37 32 12 12 17 12 16 4 4	4 1370 1291	1302
Voice Circuit Installed 0 0 0 91 91 91 2 1 3 5 3 3 0 0 0 14 22 24 1 1	0 113 118	121
Voice Circuit Upgraded 0 0 0 12 12 12 0 0 0 1 2 0 0 0 0 0 0 0	0 13 14	12
Voice Circuit Disconnected 4 2 4 24 24 0 0 0 1 1 1 0 0 0 21 19 26 2 1	0 52 47	55
ISDN Circuit requested to be		
installed 12 1 0 12 12 3 0 0 3 2 0 0 0 0 0 0 2 3 2	0 33 17	14
ISDN Circuit requested to be		
disconnected 0 0 0 0 3 3 16 0 0 0 2 0 0 0 4 0 2 0 0		5
DSL Circuit requested to be	0 20 5	
installed 0 0 0 1 1 1 2 1 0 1 1 0 0 0 0 1 1 1 0 0		

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DSL Circuit Re	augsted to be																								
Disconnected	equested to be	0	0	0	0	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	
		U	0	0	U	U	U	U		U	0	0	0	- 0	U	0	U	U	- 0	0	0	U	U		- 0
Cable Modem	requested to	40	0	0					0	0		0	0	0					,			0			-
be installed		10			- 1					3	0	0	0	- 0	U	0	U	U	- 1	0	- 1	U	11	ь	
DSL Circuit Re	equested to be																								
Disconnected	200 0 1 10 1	0	1	2	1	1	1	0		0	0	0	0	0	0	0	0	0	0	0	0	0	1	4	3
Telephone serv		48	48	48	91	91	91	82	87	240	39	26	33	15	40	15	9	5	5	12	12	12	296	309	444
Telephone Ser		240	240	240	36	36	36	220	120	120	53	53	27	12	40	12	70	48	50	120	120	120	751	657	605
Telephone Ser	vice Changed																								ı
		240	240	240	24	24	24	180	180	180	17	13	13	24	24	24	35	47	45	120	120	120	640	648	646
Telephone Ser		48	48	48	91	91	91	48	48	48	16	14	16	0	0	0	3	6	3	0	0	0	206	207	206
Voicemail acco		0	0	0	12	12	12	0	0	0	2	2	3	0	0	0	2	0	0	12	12	12	28	26	27
Voicemail acco		48	48	48	12	12	12	60	70	140	13	22	13	12	12	12	6	0	3	48	48	48	199	212	276
Voicemail acco	ount Changed																								ı
		96	96	96	12	12	12	240	240	240	21	23	9	12	12	12	0	0	0	24	42	42	405	425	411
Voicemail acco	ount De-																								ı
installed		48	48	48	72	72	72	48	48	120	0	0	0	0	0	0	2	0	1	0	250	0	170	418	241
Voicemail Men		0	600	0	0	0	0	1	1	120	4	4	5	12		12	0	0	0	0	250	0	17	867	137
Voicemail Men		0	600	0	60	60	60	1	1	120	6	8	6	12	12	12	4	5	5	0	250	0	83	936	203
Voicemail Syst	tem Backed	T									Ī											I		Ī	. 1
Up		48	48	48	0	0	0	240	240	240	54	54	54	12	12	12	0	0	0	48	48	48	402	402	402
Switchboard O																									ı
Processed (Dis	strict HQ)	24000	24000	24000	0	0	0	13000	0		0	0	0	0	0	0	0	0	0	12000	12000	12000	49000	36000	#######
Audio Conferei	nce Bridge																								
Modified	•	0	0	0	72	72	72	60	60		0	0	0	0	0	0	40	40	40	0	0	0	172	172	#######
PBX or Key Sy	stem Installed																			i					
		0	0	0	6	6	6	13	0	0	2	2	2	0	0	0	2	0	1	6	0	0	29	8	9
Preventative m	naintenance on																								
a PBX or Key s																									ı
performed	Systom	144	144	144	12	12	12	16	16	16	5	5	5	365	365	365	0	0	0	144	144	144	686	686	686
PBX or Key Sy	etem hackun		144	1-1-1	12	12	12	10	10	10	J	J		000	000	000	·	Ü	Ŭ	144		144	000	- 000	000
performed	otom baokap	96	96	96	12	12	12	552	552	552	a	a	a	12	12	12	0	0	0	48	48	48	729	729	729
Problem on a F	DRX or Key	50	30	50	12	12	12	002	002	002	J	J		12	12	12	·	Ü	Ŭ	40	40	70	120	725	723
System Resolv		96	96	96	132	132	132	24	24	24	13	17	11	2	2	2	17	10	14	24	24	24	308	305	303
PBX or Key Sy	etem Program	90	90	90	132	132	132	24	24	24	13	17	- 11				- 17	10	14	24	24	24	300	303	303
Change made			4	4	12	12	12	4	5	2	12	12	12	12	12	12		2	2	4	4		52	52	50
Change made Call accounting		4	4	4	12	12	12	4	5	3	12	12	12	12	12	12	4	3	3	4	4	4	52	52	50
	g system	0.40	0.40	0.40			0	000	400	000	40	40	40	40	40	40			0		0	0	504	00.4	004
Managed	- B	240	240	240	0	0	0	300	400	600	12	12	12	12	12	12	0	0	0	0	0	0	564	664	864
Call Accounting	g Report		_	_													_	_		_	_	_			
generated		3	3	3	1	1	1	48	92	72	12	12	12	12	12	12	0	0	0	0	0	0	76	120	100
Backup of the	call accounting																								ı
system		48	48	48	1	1	1	296	368	552	0	0	0	0	0	0	0	0	0	0	0	0	345	417	601
Outside cable	plant installed																								ı
		0	0	0	36	36	36	3	24	3	3	7	6	0	0	0	1	2	1	0	0	0	43	69	46
Outside cable	plant																								
Maintained		0	0	0	120	120	120	12	15	1	0	0	0	0	0	0	0	0	0	0	0	0	132	135	121
Outside cable	plant																								
Troubleshot		1	1	2	120	120	120	4	4	4	5	6	6	0	0	0	2	2	2	0	0	0	132	133	134
Outside cable	plant																								ı
Upgraded		0	0	0	24	24	24	0	4	2	1	1	1	0	0	0	1	1	1	0	0	0	26	30	28
Inside cable pla		130	100	60	360	360	360	60	60	60	4	8	6	0	0	0	3	3	3	15	30	0	572	561	489
Inside cable pla	ant Maintained																								
		0	850	450	480	480	480	36	36	36	0	0	0	0	0	0	1	0	1	0	0	0	517	1366	967
Inside cable pla	ant																								
Troubleshot		12	12	12	480	480	480	36	36	36	12	12	12	0	0	0	3	3	3	12	12	12	555	555	555
Inside cable pla	ant Upgraded		j																						
		0	0	0	12	12	12	73	2	2	4	4	4	0	0	0	0	0	0	0	0	0	89	18	18

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1	Decumentation of Alterations					1		1	1					-					- 1				1		
	Documentation of Alterations																								
	to Communications																								
	Infrastructure									400															
0.500	Data Caminas Wined	0	0	0	12	12	12	89	25	120	0	0	0	0	0	0	0	0	0	0	0	0	101	37	132
C.5.3.3	Data Services Wired									-															
	Planning and Management of																								
	Projects																								
	Develop network tactical,																								
	strategic, and project plans,																								1
	including documentation	1	2	3	3	3	3	900	900	900	1	0	0	0	0	0	2	3	3	9	10	12	916	918	921
	Develop network design																								
	plans including cost																								
	estimates.	2	3	4	2	2	2	348	408	408	24	24	24	0	0	0	2	3	3	12	13	18	390	453	459
	Review submitted projects,																								
	specifications and designs.	1	2	3	2	2	2	170	170	168	24	24	24	0	0	0	2	3	3	7	11	13	206	212	213
	Perform risk assessments for																								1
	planned changes	2	3	4	12	12	12	729	642	696	24	24	24	0	0	0	12	12	12	12	17	20	791	710	768
	Prepare, plan and document																								
	planned configuration																								
	changes	12	17	20	12	12	12	314	398	468	24	24	24	0	0	0	12	12	12	18	22	19	392	485	555
	Test and evaluate planned																								
	configuration changes.	18	19	22	5	5	5	464	440	440	24	24	24	0	0	0	4	4	4	18	19	22	533	511	517
	Perform back-up of planned																								
	configuration change	4	8	12	5	5	5	648	648	648	24	24	24	0	0	0	4	4	4	4	8	12	689	697	705
	Support Operate and																								1
	Maintain																								
	Troubleshoot and clear wired																								
	data circuit service problems	56		61	50	50	50	61	22	12	24	24	24	12	12	12	16	20	24	0	0	0	219	189	183
	Install wired data circuits	17		2	20	20	20				24	24	24	0	0	0	3	2	3	1	0	0	65	47	49
	Upgrade wired data circuits	32	0	0	5	5	5				24	24	24	0	0	0	1	0	2	0	0	0	62	29	31
	Request Wired data circuits																								
	disconnect	30	12	1	12	12	12	0	2	0	0	0	0	0	0	0	2	1	2	0	0	0	44	27	15
	Move Wired data circuits	0	0	9	12	12	12	0	1	0	12	12	12	0	0	0	0	0	1	0	0	3	24	25	37
	Update and maintain Network																								
	documentation	9	12	20	180	180	180	626	607	636	72	84	108	0	0	0	12	12	12	7	12	20	906	907	976
	Add routers to your network																								
	(*Note data for layer 2 and																								
	layer 3 switches is input into																								
	the separate switch area that																								
	follows)	9	6	6	1	1	1	24	0	1	32	1	0	0	0	0	2	2	2	0	0	0	68	10	10
	Remove routers from your																								
	network	6	2	2	1	1	1				32	3	0	0	0	0	2	2	2	0	0	0	41	8	5
	Move routers on your																								
	network	1	0	2	1	1	1	0	3	5	0	0	0	0	0	0	0	0	0	1	0	2	3	4	10
	Upgrade the software on																								
<u> </u>	your routers	39	39	44	3	3	3	24	53	67	1	3	5	1	1	1	18	18	18	1	1	2	87	118	140
	Upgrade the hardware on																								
	your routers	4	0	3	1	1	1				0	0	0	1	0	0	2	2	2	0	0	0	8	3	6
	Replace failed hardware																								
	components on your routers	1	1	1	4	4	4	1	40	55	0	0	0	2	2	2	2	2	2	0	0	0	10	49	64
	Modify the configuration of							l l											_ [
	the routers on your network	8	14	17	6	6	6	104	360	130	4	4	4	0	0	0	72	72	72	1	2	3	195	458	232
	T																								
	Troubleshoot router problems	48	48	48	12	12	12	140	240	90	4	4	4	2	2	2	12	12	12	1	1	1	219	319	169
	Contact technical support for				_				0.0	46	ار	_	_	_	_	_			4.5					0.0	
—	router problems	1	2	3	6	6	6	35	60	12	1	0	0	0	0	0	12	12	12	1	2	3	56	82	36
	Perform preventive			, -						0.5				_]		_			_		, -				
	maintenance on routers	10	12	12	12	12	12	25	38	30	4	4	4	0	0	0	0	0	0	10	12	12	61	78	70

	1							1			1					1						I	-		
Add switche	s to your network																								
	3 switches)	40	6	3	3	6	18	6	13	18	0	0	0	0	0	0	3	4	2	40	6	3	92	35	44
	itches from your	.0		Ť	Ŭ						Ť				Ŭ	Ť	Ť					- J	- 02		
network	,,,,	4	4	3	0	0	0		10	18	12	3	3	0	0	0	3	4	2	4	4	3	23	25	29
Move switch	nes on your																								
network	•	3	3	6	0	0	0				4	4	4	0	0	0	2	2	2	3	3	6	12	12	18
Upgrade the	e software on																								
your switche	es	55	64	67	0	0	17	90	101	202	1	3	5	1	1	1	32	32	32	20	24	24	199	225	348
Upgrade the	e hardware on																								
your switche	es	0	0	0	0	0	17	1	3	4	0	0	0	0	0	0	8	8	8	0	0	0	9	11	29
Replace faile	ed hardware																								
components	on your switches	0	0	0	0	0	4	15	1	5	0	1	2	0	0	1	0	0	0	0	0	0	15	2	12
	configuration of																								
	s on your network	52	29	44	0	0	17	116	114	208	4	4	4	0	0	0	16	16	16	22	24	24	210	187	313
Troubleshoo	ot switch																								
problems		16	24	24	0	0	17	68	120	120	24	24	24	0	0	1	12	12	12	16	24	24	136	204	222
	nnical support for																								
switch problem		2	2	2	0	0	2	9	41	36	1	2	3	0	0	0	12	12	12	2	2	2	26	59	57
Perform pre																									
	e on switches	11	12	12	0 12	0	5	306	306	306	12	12	12	0	0	0	0	0	0	11	12	12	340	342	347
	your network	0	0	0	12	6	2	4	4	4	0	0	0	6	6	6	4	4	4	0	0	0	26	20	16
Remove hub network	os irom your	0	0	0			40	0		0	00									0	0	0	26	4.4	00
	on your network	0	0	0	12	1	12				20	4	4	0	0	0	4	4	4	0	0	0	13	11	22
	e software on	U	U	0	12	ь		- 1	1	- 1	0	U	- 0	- 0	0	U	U	0	- 0	0	- 0	0	13		3
your hubs	Soliware on	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	hardware on	U	U	U	U	- 0	U	- 0	- 0	U	U	U	U	- 0	U	- 0	U	U	U	U	U	U	U		
your hubs	, nardward on	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	ed hardware	Ŭ		Ŭ	0	-					·			·	Ů	Ŭ	ď	Ů	- ŭ	Ů		·	Ŭ		
	s on your hubs	0	0	0	0	0	0	2	2	2	0	0	0	1	1	1	0	0	0	0	0	0	3	3	3
	configuration on	Ü	Ŭ	ď			·				·		·			<u> </u>	Ŭ		Ŭ			Ŭ			
	your network	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	ot hub problems	0	0	0	12	12	12	2	2	2	8	2	0	0	0	0	6	6	6	0	0	0	28	22	20
	nnical support for								_						-			-		-					
hub problem		0	0	0	2	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	1
Perform pre																									
maintenance	e on hubs	0	0	0	12	12	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	12	12	12
Add DSU/C	SU's to your					_																			
	nis section also																								
	dular DSU/CSU's																								
that are part																									
router/switch	h)	5	1	2	6	4	2	0	0	0	0	0	0	0	0	0	0	2	2	5	1	2	16	8	8
	U/CSU from your	Ţ	Ī	I							1							Ī		Ī		Ī	T	T	1
network		1	1	0	0	0	0		2		0	0	0	0	0	0	2	2	2	1	1	0	4	6	2
	CSU on your																								
network		0	0	0	0	0	0	1	3	3	0	0	0	0	0	0	0	0	0	0	0	0	1	3	3
	software on																								
your DSU/C		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	our DSU/CSU	0	0	0	4	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	4	4
	ed DSU/CSU	2	1	0	4	2	4	1	0	1	0	0	0	0	0	0	2	2	2	2	1	0	11	6	7
	configuration on			_																ا					
DSU/CSU	ot DSU/CSU	0	0	Ü	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
problems	J. D30/C3U	40	40	20	40	40	40		^	_	_	_		0	_	_		_	_	40	4-7	20	20	50	
	nnical support for	12	19	20	12	12	12	1	2	1	U	0	0	- 0	0	0	2	2	2	12	17	20	39	52	55
DSU/CSU p		F	7	10	2	2		4	^	4		_	_	_	_	_	2	2	2		7	10	15	18	20
D30/C30 þ	IODIGIII9	э		12			1	1	0	1	U	U	U	0	0	0	2	2	2	5	/	12	15	18	∠8

Add CODEC's to your		1																1	- 1		-		- 1	
Add CODEC's to your	ا	اء	_	_		_			_	_		_		_	_	اء	_	۔	_	اہ	۔ ا	_	_	ا ِ
network	0	0	0	2	3	3	5	4	6	0	0	0	0	0	0	0	0	0	0	0	0	7	7	9
Remove CODEC's from your	ا	_	_	_		_				_		_	_	_	_		_	۔	_	_	ء ا	۔	_	اء
network Move CODEC'S on your	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
	_	_	_				_	_	_	_	_	_	0	0			_	_	_	_	_	ار		,
network Upgrade the software on	0	0	0	1	1	1	0	0	- 0	0	0	0	- 0	0	0	0	0	0	0	0	0	1	1	1
your CODEC'S	0	0	0		0								0					0		0	0		0	
Upgrade the hardware on	0	0	0	0	0	4	1	2	0	0	0	0	0	0	0	0	0	0	0	0	U	1	2	- 4
your CODEC'S	0	0	0	0	0			0					0	0				0	0	0	0	0	0	
Replace failed hardware	U	U	0	0	U	U	0	0	- 0	0	U	U	- 0	0	0	0	U	0	U	0	U	0	U	- 0
																								i
components on your CODEC'S	0	0	0										0					0		0	0			
Modify the configuration of	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	U	1	1	1
the CODECIO																								
the CODEC'S on your							_																_	_
network	0	0	0	1	1	1	5	4	6	0	0	0	0	0	0	0	0	0	0	0	0	6	5	7
Troubleshoot CODEC'S		_	_	_						_	_	_	_	_	_		_		_	_				
problems	0	0	0	8	10	12	12	15	6	0	0	0	0	0	0	0	0	0	0	0	0	20	25	18
Contact technical support for																								
CODEC'S problems	0	0	0	1	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	2
Perform preventive																								
maintenance on CODEC'S	0	0	0	2	5	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	5	8
A 44 t	_]								,															
Add sensors to your network	2	2	3	0	0	0	929	1171	1268	0	0	0	0	0	0	5	5	5	2	2	3	938	1180	1279
Remove sensors from your																								
network	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	5	5	0	0	0	5	5	5
Move sensors on your																								
 network	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	3	3	0	0	0	3	3	3
Upgrade the software on																								
your sensors	0	0	0	0	0	0	0	1	4	0	0	0	0	0	0	0	0	0	0	0	0	0	1	4
Upgrade the hardware on																								
your sensors	0	0	0	0	0	0		1	4	0	0	0	0	0	0	0	0	1	0	0	0	0	1	5
Buston 670 Lt.																								
Replace failed hardware																								
components on your sensors	0	0	0	0	0	0	75	67	85	0	0	0	0	0	0	5	5	5	0	0	0	80	72	90
Modify the configuration of																								
the sensors on your network	0	0	0	0	0	0	929	1171	1263	0	0	0	0	0	0	5	5	5	0	0	0	934	1176	1268
Troubleshoot sensor																								
problems	0	0	0	0	0	0		1	4	0	0	0	0	0	0	10	10	10	0	0	0	10	11	14
Contact technical support for																								
sensor problems	0	0	0	0	0	0		1	4	0	0	0	0	0	0	1	1	1	0	0	0	1	2	5
Perform preventive																								
maintenance on sensors	0	0	0	0	0	0	28	36	33	0	0	0	0	0	0	1	1	1	0	0	0	29	37	34
Add monitors/displays to																								
your network	48	50	48	6	6	6	34	36	43	0	0	0	0	0	0	0	0	0	48	50	48	136	142	145
Remove monitors/displays																								
from your network	48	50	48	6	6	6	10	26	7	0	0	0	0	0	0	0	0	0	48	50	48	112	132	109
Move monitors/displays on	T	T														1 1	Ţ		Ţ			Ī	Ţ	. 1
your network	10	17	26	3	3	3		6		0	0	0	0	0	0	0	0	0	10	17	26	23	43	55
Upgrade the software on	T	T														1 7	Ī		Ţ			Ī	Ţ	
your monitors/displays	0	0	0	0	0	0	0	6	24	0	0	0	0	0	0	0	0	0	0	0	0	0	6	24
 Upgrade the hardware on																								
your monitors/displays	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	2
Replace failed hardware																								
components on your																								
monitors/displays	0	0	0	0	0	0	5	5	5	0	0	0	0	0	0	0	1	2	0	0	0	5	6	7
Modify the configuration of																								
the monitors/displays on your																								
network	0	0	0	0	0	0	4	4	4	0	0	0	0	0	0	0	0	0	0	0	0	4	4	4
				_							_	_	_	_	_									

Troubleshoot	1	1		1	ı		1			1	1	1	1	ı										
monitors/displays problems	48	50	48	12	12	12	6	6	6	0			0	0	0	0	0	0	48	50	48	114	118	114
monitors/displays problems	40	5 50	40	12	12	12		- 0	0	U				0	U	U	0	U	40	50	40	114	110	114
Contact technical support for	. [
monitors/displays problems	2	2	3	2	1	2	5	4	1	0				0	0	1	0	0	2	2	3	12	a	٥
Perform preventive			3		 		. 3	- 4	- '	U			1 0	- 0	0	-	U	U			3	12	9	- 9
maintenance on																								
monitors/displays				40	40	40	10	10	10					١.				0	_			34	29	05
Add video input device to	5	1		12	12	12	10	10	10	0	U	U		4	0	U	0	- 0	5			34	29	25
	1 .																							
your network	1	3	29	4	4	4	0	0	0	0	U	Ü	0	0	0	U	0	1	1	33	29	6	40	63
Remove video input device																								
from your network	0	0	0	4	4	4	0	0	0	0	0	C	0	0	0	0	0	0	0	0	0	4	4	4
Move video input device on																								
your network	9	0	0	1	1	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	11	2	1
Upgrade the software on																								
your video input device	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Upgrade the hardware on																								
your video input device	0	0	0	0	0	0	1	1	1	0	0	C	0	0	0	0	0	0	0	0	0	1	1	1
Replace failed hardware																								
components on your video	I			I						I														
input device	0	n	0	0	0	0	1	1	1	0	0	0	2	2	2	0	0	0	0	0	0	3	3	3
Modify the configuration of	T	Ť	Ť	Ť	Ť	l –	<u> </u>	·		Ť	t –	i T	l		<u> </u>	Ĭ		Ĭ	Ů	l				
the video input device on	Ī			I						I														
your network	0	5	14		0	0	0	0	^	^	_		0	0	^	0	0	0	0	5	14	0	10	28
Troubleshoot video input	— "	1 3	14		T	<u> </u>	1	- 0	<u> </u>		T	T	— "	1	<u> </u>	ı	- 0	0	0	"	14	0	10	20
device problems			24	12	12	12	17	21	25				,	2	2	0	0	0	0		24	31	35	87
device problems	U	0	24	12	12	12	17	21	25	0	U	U				U	0	- 0	0	0	24	31	35	87
Contact to shaded assessed for																								
Contact technical support for																								. ,
video input device problems	0	0	24	3	2	2	11	10	15	0	0	0	0	0	0	0	0	1	0	0	24	14	12	66
Perform preventive																								
maintenance on video input																								
device	0	0	0	12	12	12	31	35	60	0	0	0	0	0	0	0	0	0	0	0	0	43	47	72
Add data services wired																								
faxes to your network (such																								
as stand alone faxes, not fax																								
functions supported by PC																								
modem cards)	1	2	3	0	0	0	6	8	27	1	1	1	0	0	0	5	5	5	1	2	3	14	18	39
Remove faxes from your																								
network	1 1	1	1	0	0	0	3	5	20	0	0	0	0	0	0	5	5	5	1	1 1	1	10	12	27
Move faxes on your network	1	1	1	0	0	0	3	3			0	0	0	0	0	2	2	2	1	1	1	7	7	17
Upgrade the software on	1					_	Ì						Ī											
your faxes	0	0 0	n	n	0	n	3	1	q	n	0	0	0	0	n	0	0	0	0	n	0	.3	1	9
Replace failed hardware	T	T Š	Ť	ľ	Ť	T	ľ	<u>'</u>		ľ	T	T Š	ľ	Ť	T	Ĭ				Ť	J		-	
components on your faxes	1	1	1	0	0	0	, a	12	6		0	0	0 0	0	n	2	2	2	1	1	1	12	16	10
Modify the configuration of	† '	 	<u> </u>	- V		-	T °	12	-	- u	T	T	1	"					<u> </u>	 '		12	10	- 10
the faxes on your network	1	1	4	0	_	_	1	,	23	_	_		_	0	_	4	4	4	4	1	1	7	6	26
Troubleshoot fax problems	1 1	1 1	1	0	0	0	24	29		0	0		0 0	0	0	1	2	2	1	1	1	30	33	34
Contact technical support for	. 	+ - '	- '	U	T	<u> </u>	24	29	29	U	 	 	1 -	├	_ U	4		3	-	 		30	33	34
	1 .	Ι.	l .	_	0	l _			4.0	_			0	0	_							4.0		٠.
fax problems	1 1	1	1	0	1 0	- 0	13	14	18	0	1 0	1 0	0	1 0	0	1	1	1	1	1	1	16	17	21
Perform preventive	I .				_	_									_			_		Ι.				
maintenance on faxes	4	4	4	6	6	6	43	37	44	0	0	0	0	0	0	0	0	0	4	4	4	57	51	58
Perform preventive				I						I														
maintenance on emergency				I						I														
wired data network				I						I														
components	0	0	0	0	0	0	38	38	38	4	4	4	0	0	0	6	6	6	0	0	0	48	48	48
Add other types of wired data	а			I						I										1				
network components	0	00	0	0	0	0	14	36	88	0	3	0	0	0	0	0	0	0	0	0	0	14	39	88
				I						I														, 7
Remove other types of wired				I						I														
data network components	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0
	-						-																	

Contact technical support for	8 157 0 0	2 0 57 37 0
Upgrade software on other types of wired data network components	0 0	57 37
types of wired data network components	0 0	0 0
Components	0 0	0
Upgrade hardware on other types of wired data network components	0 0	0
types of wired data network components 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 C	0
Components	0 C	0
Replace failed parts on other types of wired data network	0 (0 0	0
types of wired data network components 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 0	
Components	0 0	
Components	<u>0 (</u>	
Modify configuration of other types of wired data network components		0
types of wired data network components 0 0 0 0 0 0 50 325 600 0 6 6 0 0 0 0 0 0 0 0 0 0 0 0 0 0		_
components		
Troubleshoot other types of wired data network components 0 0 0 0 0 0 50 300 300 0 6 3 0 0 0 0 0 0 0 0 0 0 Contact technical support for	50 331	31 60
wired data network components 0 0 0 0 0 50 300 300 <	50 331	31 60
components		
Contact technical support for		
	50 306	06 30
other types of wired data		
	20 65	35 9
Perform preventive		1 3
maintenance on other types		
of wired data network		
components 0 0 0 0 0 8 157 635 0 0 3 0 0 0 0 0 0 0 0 0	8 157	57 63
Provide modified Provide modified		
documentation after new		
installs/upgrades for other		
types of wired data network		
	20 123	23 12
Any other instances of unique		
Services/Functions related to		
wired data services *		
Services not covered in the		
	96 96	36 9⋅
Provide user training for		
wired data services	78 218	18 41
Number of help desk		
requests in support of wired		
	77 1265	65 134
Udita 351/1603 40 30 40 732 732 10 00 110 240 204 300 13 20 24 24 24 40 30 40 1	77 1200	104
I leatell inside poble is support		
Install inside cable in support		
	218 248	48 32
Maintain inside cable in		
support of wired data		
	600	00 64
Troubleshoot inside cable in		
support of wired data		
	572 586	86 63
Services 39 103 123 324 324 2 4 9 30 30 30 0 0 0 12 12 12 39 103 129 129 1	12 300	03
support of wired data		
	330 276	76 28
Install outside cable in		
support of wired data		
	46 47	47 4
Maintain outside cable in		
support of wired data		
	80 82	82 8
Services	00 82	, <u>c</u> 8
support of wired data		
services	62 68	6: 8

	Upgrade outside cable in		1				1	1	1		1	ı	ı	1	1	ı	1					1			
	support of wired data																								
	services	0			12	12	4.0												4	0	0		13	13	10
C.5.3.4.	VTC/Video Services	0	U	0	12	12	12				- 0	U	U) 0	U	1	- 1	- 1	U	0	U	13	13	13
C.3.3.4.	Project Planning and										ł			ł											
																									ļ
	Management A Project Completed	_		_	_	.		!		_			—	—					_					-	
-		0	U	0		1	1	4	. 0	U	0	1	1	U) 0	U	1	5	- 3	U	0	U		/	- 5
	An approval or a Needs																								ļ
	Assessment for new																								ļ
	systems, major upgrades, or	_	_		_		l .	_	_	_		_	_			_				_	_	_	_	_	
	modifications submitted Install, Operate and Maintain	0	U	0	2	1	1	Ü	0	0	0	2	Ü	0	0	0	1	5	3	0	0	0	3	8	- 4
	Video Telescofe and Maintain																								ļ
	Video Teleconferencing																								ļ
-	Services																								
	Process FTS requests for															_									
-	VTC service.	58	55	55	36	36	36	90	64	76	2	1	2	2 0	0	0	1	1	1	162	163	190	349	320	360
	Process FTS Disconnect	_		_	_	_	_		_	_						_									
-	Orders for VTC services.	5	4	5	- 0	0	0	0	0	0	0	0	C	0	0	0	1	1	1	29	24	25	35	29	31
	Install Video						1	I																	
	Teleconferencing Equipment														.1										
	Barrier and the second	1	0	0	6	6	6	0	0	0	1	2	2	2 0	0	0	0	0	0	1	0	0	9	8	8
	Resolve problems with Video						1	I																	
	Teleconferencing Equipment																								ļ
	D (DM ::::	4	. 8	7	36	36	36	6	4	2	2	. 2	. 2	2 0	0	0	1	0	1	13	11	14	62	61	62
	Perform PM on Video																								ļ
	Teleconferencing Equipment																								ļ
-		0	0	0	48	48	48	0	0	0	12	12	12	2 0	0	0	0	0	0	0	0	0	60	60	60
	De-install Video																								ļ
	Teleconferencing Equipment																								ļ
		0	0	0	0	0	0	0	0	0)	1	1	0	0	0	0	0	0	0	0	0	0	1	1
	Resolve desktop video																								ļ
	teleconferencing equipment																								ļ
	problems	6	1	5	0	0	0	6	4	2	5	5	5	0	0	0	1	0	0	1	0	0	19	10	12
	Move video teleconferencing																								
	equipment or services																								ļ
		3	14	13	20	4	1	28	34	58	0	0	C	0	0	0	1	0	0	1	0	0	53	52	72
	Add video teleconferencing																								ļ
	equipment or services	1	2	2	0	0	1	4	. 0	0		5	5	0	0	0	0	0	0	0	0	0	5	7	8
	Change video																								
	teleconferencing equipment																								
	or services, including																								
	configuration modification.	2	3	4	0	0	0	0	1	0	5	5	5	5 0	0	0	0	0	0	5	14	12	12	23	21
	Delete video teleconferencing						1	I																	
	equipment or services						1																		
		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	2	0	0
	Provide user training for																								
	video teleconferencing						1																		
	equipment or services	0	0	0	24	24	24	. 4	3	0	5	5	5	6 0	0	0	0	0	0	0	0	0	33	32	29
	Move CCTV equipment or																								
	services	0	0	0	1	1	1	3	3	3	0	0	0	0	0	0	0	0	0	0	0	0	4	4	4
	Add CCTV equipment or																								
	services	0	0	0	1	1	1	1	0	0	0	1	1	2	4	0	0	5	3	0	0	0	4	11	5
	Change CCTV equipment or																								
	services	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	1	2
	Delete CCTV equipment or																								
<u> </u>	services	0	0	0	0	0	<u> </u>		0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0
	Move surveillance systems																								
	equipment or services	1	0	0	1	1	1	O	6	0	0	0	0	0	0	0	0	0	0	0	0	0	2	7	1
	Add surveillance systems																								
	equipment or services	8	3	0	3	3	3	34	36	43	0	0	13	3 1	1	0	0	0	2	0	0	0	46	43	61
															•					-				-	

	Ch															1			1						
	Change surveillance systems																								
ĺ	equipment or services			_		_	_	_	_	_		_		_		_	_	_						_	
	Delete eveneille ee eveteere	1	0	0	2	2	2	- 0	0	0	0	0	10	- 0	0	0	0	0	0	0	0	0	3	2	12
	Delete surveillance systems	_			_	_	_			_	_	_		_	_	_		_		_	_				_
	equipment or services	0	0	0	0	0	0	10	26	7	0	0	0	0	0	0	0	0	0	0	0	0	10	26	7
	Move streaming video	_	_	_	_	_	_	_	_	_	_	_		_	_	_	_	_		_	_			_	_
	equipment	2	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	2
	Add streaming video				_	_	_	_	_	_	_	_		_	_	_	_	_		_	_				
	equipment	1	1	1	0	0	0	0	0	0	0	0	5	0	0	0	0	0	1	0	0	0	1	1	7
	Change streaming video																								
	equipment	11	6	6	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	11	6	7
	Delete streaming video																								
	equipment	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
	Requests for video capture	36		25	0	0	0	8	10		0	0	2	0	0	0	0	0	0	14	14	12	58	58	53
	Requests for video archive	29	28	26	0	0	0	3	5	6	0	0	1	0	0	0	0	0	0	12	15	12	44	48	45
	Number of help desk																								
	requests in support of Video																								
	services	70	73	60	60	60	60	6	10	14	10	17	25	36	36	36	0	0	0	41	31	36	223	227	231
	Instances of unique																								
	applications related to video									1													J		
	services	0	0	0	1	1	1	24	30	42	1	1	1	0	0	0	1	1	1				27	33	45
ĺ	Install inside cable in support																								
	of video services	3	4	0	1	1	1	41	36	36	1	0	2	0	0	0	0	1	0	0	0	0	46	42	39
	Maintain inside cable in		T	T																			Т	T	
	support of video services	6	6	0	1	1	1	8	18	27	1	1	2	0	0	0	0	0	0	15	9	12	31	35	42
	Troubleshoot inside cable in																								
	support of video services	11	9	0	1	1	1	5	4	2	0	0	1	0	0	0	0	0	0	5	4	3	22	18	7
	Upgrade inside cable in																								
	support of video services	2	1	0	1	1	1	4	0		0	0	1	0	0	0	0	0	0	0	0	0	7	2	2
	Install outside cable in																								
	support of video services	0	0	0	27	9	2	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	31	9	2
	Maintain outside cable in																								
	support of video services	0	0	0	12	12	12	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	16	12	12
	Troubleshoot outside cable in																								
	support of video services	0	0	0	12	12	12	6	4	2	0	0	0	0	0	0	0	0	0	0	0	0	18	16	14
	Upgrade outside cable in																								
	support of video services	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1
	Radio Services and																								
C.5.3.5	Support																								
-	Project Planning and																								
	Management																								
	The number of Radio Service	7	56	49	0	0	0	0	0	0	1	1	1	0	0	0	1	1	1				9	58	- 51
	or Support projects you plan,				Ů	·				Ĭ	T T				Ŭ	·							0	0	0
	c. capport projecto you plan,																						, , , , , , , , , , , , , , , , , , ,	\dashv	
	Install, Operate and Maintain																								
	Radio Services and Support																						0	0	0
	Install, test and submit for		1	1						1													J		
	acceptance new or upgraded																								
	systems	46	14	972	3	3	2	2	7	1	2	2	2	0	0	_	1	1	2				55	27	983
	Provide 'as built'	+0	14	312	3	3			<u> </u>	-				-	0		-	<u>'</u>					55		303
	documentation of system	0	0	0	2	2	2	2	2	14	4	4	4	0	0	_	0	0	0				_	5	17
	Resolve radio equipment	U	U	U						14		-		-	0	- 0	U	0	U	\vdash			5	- 3	
	problems	598	280	433	240	240	240	15	17	20	27	24	24	0	0	_	6	_	_				886	566	723
	Move mobile equipment	626	107	612	180	180	180	5	5		21	10	24	0	0	0	1	1	1	\vdash			818	303	808
	Add mobile equipment	020	107	475	36	36	36	32			2	10	0	0	0	0	4	0	- 1	\vdash			71	67	554
	Change mobile equipment	626	107	612	24	24	24	32	8		Z	Z		0	0	0	1	8	6				666	147	652
	De-install mobile equipment	48	107	503	120	120	120	27			4	- 4	4	0	0	0	4	4	4	\vdash			203	159	670
	Move base station equipment	40	٥	503	120	120	120	21	22	31	4	5	ь	-	0	- 0	4	4	4	\vdash			203	109	0/0
	wove base station equipment	_	4	42	24	24	24	0	4	4	4	4	4	0	0	_	4	4	4				31	31	60
		5	4	42	24	24	24	U					- 1	U	U	U			'				اد	उ ।	09

	Add base station agreement		1					1	1			1								1	- 1	- 1	
	Add base station equipment	_	_		40	4.0	_					l .		_	_	_					00	4.0	
	Ohan na hana atatian	8	3	41	12	12	6	1	1 1	1	1	1	1	0	0	0	1	1	1	 	23	18	50
	Change base station																						
	equipment	7	1	42	12	12	6	6	0 () 1	1	1	1	0	0	0	2	2	2		22	16	52
	De-install base station																						
	equipment	8	3	40	12		6	i	1 (0	0	15	0	0	0	0	0	0		21	15	64
	Move repeaters.	0	0	20	0	0	0)	0 (1	0	5	0	0	0	1	1	1		2	1	26
	Add repeaters	0	0	20	0	0	0)	0 (1	0	0	0	0	0	1	1	1		2	1	22
	Change repeaters	8	0	20	0	0	0)	0 (0	0	0	0	0	0	1	1	1		9	1	21
	De-install repeaters	0	0	20	0	0	0)	0 () 1	0	5	0	0	0	0	1	1	1		1	6	22
	Move radio control consoles																						
		7	0	0	24	24	24	ı.	1 1	1	0	0	15	0	0	0	0	0	0		32	25	40
	Add radio control consoles.	0	0	0	24	24	24		0 1	1	0	0	0	0	0	0	1	1	1		25	26	26
	Change radio control																						
	consoles.	1	0	0	12	12	12	2	0 () 1	0	0	0	0	0	0	2	2	2		15	14	15
	De-install radio control																						
	consoles.	8	0	4	0	0	0		0 (1	0	15	0	0	0	0	0	0	0		8	15	5
	Move data radios	48	26	36	0	0	0		1 () 0	0	0	0	0	0	0	5	5	5		54	31	41
	Add data radios.	14		6	3	3	3		1 (0	0	0	0	0	n	21	Ū	21		39	24	30
	Change data radios.	44	26	36	1	1	1		0 0		0	0	0	0	0	0	2		21	<u> </u>	47	29	39
	De-install data radios.	44	26	38	0	0	-	1	1 (0	0	0	0		0	0		Δ	<u> </u>	45	26	38
1	Move AM radios.	74	20	00	0	0	0				0	0	0	0	0	0	0	0	0	 	40	0	0
1	Add AM radios.	0	2	0	0	0	0				0	0	0	0	0	0	0	0	0	 	0	2	2
	Change AM radios.	0	2	2	0	0	- 0		0 (0	0	0	0	0	0	0		0	1	0	0	2
	De-install AM radios.	0	0	0	0	0			0 (0	0	0	0	0	0	0		0	1	0	0	0
	Move FM radios.	162	0	1050	144						0	0	0		0	0			0	-	307	244	1195
			99				144				1	1 1	1	0		0	0	0	0	-			
	Add FM radios.	29	0	951	144	144	144		0 (1	1	1	0	0	0	1	1	1	 	175	146	1097
	Change FM radios.	162	99	1052	48	48	48		•		0	0	0	0	0	0	2	2	2	 	212	149	1102
	De-install FM radios.	162	99	1052	48	48	48	3	0 (0	2	2	4	0	0	0	0	0	0	 	212	149	1104
	Move Public Service							I															
	Broadcast or information											1											
	radios.	0	0	0	144	144	144	1	0 (0	0	0	0	0	0	0	0	0	0		144	144	144
	Add Public Service																						
	Broadcast or information																						
	radios.	0	0	0	0	0	0)	0 (0	0	0	0	0	0	0	0	0	0		0	0	0
	Change Public Service																						
	Broadcast or information																						
	radios.	0	0	0	0	0	0		0 (0	0	0	0	0	0	0	0	0	0		0	0	0
	De-install Public Service						-					1		<u> </u>									
	Broadcast or information											1											
	radios.	0	0	0	0	0	n		0 0	0	0	n	n	0	0	0	n	0	0		0	0	0
	Move radio or microwave		0	J	0	0		 	1				<u> </u>	ı	T	, , ,		-	- 0	1		3	J
	tower.	0	0	0	1	1	1	I .	0 (0	0	_	_	0	0	0	0	0	0		1	4	1
	Add radio or microwave	U	0	J			-	 	<u> </u>	1 0	0	"	1	- ·	1	U		U	- 0	 	- 1	- 1	
		_	_	0	^	0	_		ر ا	, ,	^	_	_	_	0	_	_	_	_	1	0	0	0
	tower. Change radio or microwave	U	0	- 0	0	U	U	1		, 0	- 0	- 0	- 0		1	0	- 0	0	- 0	1	0	U	0
		_	_	_	^	_	_		0 (, ,		_		_	_	_	_	_	_			_	_
	tower.	0	0	0	0	0		1	u (0	1	0	0	0	0	0	- 0	0	0	 	1	0	Ü
	De-install radio or microwave			l .																1			
	tower.	4	1	12	0	0	0		-	1	1	0	0	0	0	0	0	0	1		5	1	13
	Move radio control over IP																						
	device.	0	0	0	0	0	0		1		0	0	0	0	0	0	0	0	0		0	0	0
	Add radio control over IP											1											
	device.	0	0	0	0	0	0		0 (0	0	0	0	0	0	0	0	0	0		0	0	0
	Change radio control over IP							I				1		I						1	T	Ţ	
	device.	0	0	0	0	0	0		0 0	00	0	0	0	0	0	0	0	0	0	<u> </u>	0	0	0
	De-install radio control over																						
	IP device.	0	0	0	0	0	0		0 0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
	Move terminating equipment																						
	(MUX)	0	1	12	24	24	24		2 1	1	0	5	0	0	0	0	0	0	0	1	26	31	37
	., - ,							•	•											 	 		

Add terminating equipment	- 1	1			1							1	1	1	1	1			1	1	1	1		
(MUX)	0	0	0	36	36	36		0	1	0	0		0	0	0	0	0	0				36	36	37
Change terminating	U	0	U	30	30	30	1	├		0	U	l		1	1	ı	0	U		1		36	50	51
equipment (MUX)	0	0	0	48	48	48		0	1	0	0	0	0		0	0	0	0				48	48	49
De-install terminating	Ŭ	ŭ	·					Ŭ				l -	Ť	<u> </u>	Ť	Ŭ							.0	
equipment (MUX)	0	0	12	0	0	0	0	0	1	0	5	0	0		0	0	0	0				0	5	13
Perform preventive	ŭ	ŭ	,		Ů		·	Ĭ		Ť		Ť	Ť	<u> </u>	Ť	Ŭ		Ĭ				Ť	Ŭ	10
maintenance on radio																								
equipment	230	235	229	12	12	12		10	9	23	21	20	0		0	501	501	501				774	779	771
Remove and reinstall mobile	200	200	220	12	12	12		- 10	J	20		20	Ť	\ 	Ŭ	501	001	501				- //-	773	
radios for vehicle																								
replacement	125	52	542	180	60	12		0	0	3	4	4			0	4	4	4				312	120	562
Test and operate equipment	120	Ü.	0.2	100	- 00			Ĭ	Ŭ			·	·	1	Ť							0.2	120	002
in order to establish its																								
operating characteristic																								
parameters and permissible							I					1	I											
tolerances	558	284	1282	48	48	48	5	6	6	16	12	15	0	0	n	2	2	2				629	352	1353
Programming radio user	330	204	1202	40	40	40		-		10	12	10		' 	-							023	332	1333
groups, frequencies, CTCSS,							I					1	I											
NACS, talk groups, user																								
groups, and other required																								
parameters.	476	126	1212	264	48	12		0	0	11	11	41	0	0	0	15	12	10				766	197	1275
Radio Equipment and	470	120	1212	204	40	12		-		- ''	- ''	41	Ŭ	' 	U	13	12	10				700	137	1275
Spectrum XXI Information																								
System (IS) support																								
Power systems installed	4	7	6	1	1	0		3	2	0	0	0	0	0	0	0	0	0				5	11	8
Power systems de-installed	4	7	6	1	1	0	0	0	2	0	0	0	0	0	·	0	0	0				5	8	8
Power systems moved	4	7	6	-	0	0		0	_	0	0	0	0	0		0	0	0				4	7	6
Tower inspections	27	71	44	1	1	1	1	1	1	1	1	1	0	·	·	3	3	3				33	77	50
Replace tower lighting	31	48	37	2	2	2	1	0	1	1	1	1	0	0		3	3	3				38	54	44
Request new frequency	31	40	31				<u>'</u>			'		<u>'</u>		<u> </u>	U	3	3					30	34	44
assignments.	0	0	16	1	1	1	0	4	2	2	4	1		0	0	2	2	4				5	11	27
Review existing frequency	U	U	10	- '			— "	4			4	- 4	, ·	1 0	1			4		 		5	11	21
assignments (5-year update)							I					1	I											
assigninents (5-year update)	15	34	23	176	176	176	60	190	300	2	_	_		0	1000	121	355	250				375	761	1754
Report frequency	13	34	23	1/0	1/6	1/6	. 60	190	300	3		3	, ·	1 0	1000	121	333	230		 		3/5	701	1704
interference	0	1	0	0	0	1		0	0	1	1	1	0		0	1	1	1				2	3	3
Interference cases	U	- 1	U	U	0	-		- 0	0	-	-	 '	U	, ·	-		- '	-		-			3	3
investigated	0	0	0	0	0			0	_	4	4	1	0	0	_	0	0	0				4	4	4
Interference cases resolved	0	1	1	0	0	0	0	v	0	0	0	1	0	·	·	0	0	0		1		0	1	1
Gather and compile radio	U	- 1		U	0	U	— "		0	- 0	U	"	, ·	1 0	1	U	0	U		 		U	- '	
equipment contract							I					1	I											
requirements	6	19	13	0	0			0	_	0	0	_	0	0	_	4	4	4				7	20	1.1
Assist in the development of	ь	19	13	U	U	- 0	1	1	0	0	- 0	0	0	0	1	<u> </u>	1	1	 			/	∠0	14
radio contract solicitation	6	19	13	0	0			_	4	0	0	_	0	، ا	_	0	0	0				6	19	1.1
Assist in evaluation of	ь	19	13	U	U	U	1	1		0	0	0	, U	1 0	1	U	0	U	 			б	19	14
solicitation bids	0	0	0	0	0			_	4	0	0	_	_	، ا	_	0	0	0				0	0	4
อบแบเเสเบท มเนอ	U	U	U	U	U	U	U	U	1	U	U	U	1 0	1 0	U	U	U	U		<u> </u>		U	U	I

PARAGRAPI NUMBER	1		CENAB			CENAE		I	CENAN			CENAO			CENAP		I	CENAD		CE	NAD TOT	ΔΙς
HOMBEN	1	FY05	CLINAD	FY05	FY03	FY04	FY05	FY03		FY05	FY03		FY05	FY03	FY04	FY05	FY03		FY05	FY03		FY05
C.5.3	Communications	1 103	1	1 103	1 103	1 104	1 103	1 103	1 104	1 100	1 103	1 104	1 103	1 103	1 104	1 105	1 103	1 104	1 105	1 103	1 104	1 103
C.5.3.1	Wireless Voice and Data				1			1						ł						ł		├
C.5.3.1				1	!	-								.						!		—
	Project Planning and																					
	Management																					⊢—
	Studies Submitted				(, ,) (0 (2	24					12					
	Consults Provided				(· ·	1 (·	Ŭ	24				·	4	24					
	Business Cases prepared				() 1	,	1 (0	0	2	12	12	0	1	0	2	2 12	12	2 4	26	- 2
	Design's created and									_	l .				_	_						
	submitted			1	(1		1 (, ,	0	1	12			0	0	1	1 12		2	25	1
	Test's conducted			1	(<u> </u>	() (5	40				6	5	40				
	Certification's completed			1	(0 0) () (0	0	1	2	8	7	0	3.25	1	1 2	8	9	4	
	Project's created and									_					_	_						
	submitted			1	(1	_	1 (0	0	3	30	40	2	0	0	3	30	40	8	61	
	Wireless Voice and Data																					ĺ
	Services				ļ																	
	Routers installed				(1 (0						0	0		0		
	Routers configured		ļ		(1 (0		20			0	0	, ,		0		
	Routers deinstalled				(, ,	,) (·		0		0			0	0	0		0		<u> </u>
	AP activated		1	1	(,	6 (0	Ŭ	100			0	0	0		0	1	1
	AP configured		1		(, ,	,	6 (0		100		v	0	0	0		0	1	1
	AP deactivated				(_) () (_		0		10			0	0	0	_	0		
	Pagers activated	100) () 2	2	_	0		C	0	v	0	0	0		102		
	Pagers deactivated	10	5	5 5	5 (_) () 2	2	2	0		C	0			0	0		12	8	<u> </u>
	Mobile satellites activated	1	1	1	() () .	1 (0	0	0	0	C	0	5	5	C	0	0	1	6	
	Mobile satellites deactivated	1	1							0	0	0		0	0	0		0		1	1	
	Cellular telephone activated	89	49	69		128	3 75	5 12	12	12	25	170	50	163	117	120	25	170	50	314	646	3
	Cellular telephone		1	-		,	1	1	<u> </u>			1110		100		120			- 00	<u> </u>	0.0	
	deactivated	15	22	19) () :		, ,	2	8	100	50	7	10	100	8	100	50	40	234	2
	PDA activated	27			9 () 1		5 1	20	1	20											-
	PDA deactivated	4		1 3	3 () () (_		0			15				10		19		
	GPS activated	6			6 (, ,	'	0 0			5		. 5					0 0		11		
	GPS configured	6			6 () (5			0				0 0		11		
	GPS deactivated	-		1							0			0			0			0		
	Microwave radio activated					1		1	Ť	- ŭ	⊢	<u> </u>		Ť	·			, ,	Ť	l 	·	
	(analog)) () (0	0	0	0		0	0	0		0		0	0	
	Microwave radio activated						' '		,	U		-			-	-		, ,	,		- 0	
	(digital)									0	0	0		0	0	0				0	0	
	Microwave radio configured					, .	, ,			-		0		-	-	-		, 0			U	
	(analog)) () (0	0	0	0		0	0	0		0		0	0	
	Microwave radio configured				<u> </u>	, ,	, ,	,	, ·	0	- 0	U		0		0		, 0	, ·		U	
	(digital)									0	0	0		0	0	0				0	0	
	Microwave radio deactivated					, ,	,			U		U		0		U		, 0			U	
	(analog)				,				0		0				0			0 0		0		
	Microwave radio deactivated					, .	, ,			-		0		-	-	-		, 0			U	
	(digital)				,		, ,				0							0 0		0	0	
	Microwave repeater installed		 	 		1	1	1	, U	1		1	1	1	"	1	— "	, 0	, U	1	"	—
	(analog)				,		, ,	,		^	0	_		_	0	^	_	0		0	_	ĺ
	Microwave repeater installed					, (, (1 0	0	- 0	1	1	0	- 0	U	1	, 0	1 0		0	
] ,	, ,	, ,		<u> </u>	_		_] _			_		, ,	<u> </u>		_	1
	(digital)		 	1	(, ,	1 (, (0	0	0	0	1 0	0	- 0	0	- 0	0	0	0	0	├
	Microwave repeater				I .	, .	, ,			_	_] -		_			, .			_	ĺ
	configured (analog)		1	1	-	0 0	, (, (0	0	0	0	1 0	0	0	0	0	0	0	0	0	₩
	Microwave repeater				I .	, .	.] .] _	l .] _] _		l -] _] .	, .			_	1
	configured (digital)		}	1	(1 0) () (0	0	0	0	1 0	0	0	0	0	0 0	0	0	0	
	Microwave repeater				1	.1	.1	I	1		Ī								1			1
	deactivated (analog)				() () (0	0	0	0	0	0	0	0	0	0	0	0	0	

	Ta su																					
	Microwave repeater																					
	deactivated (digital)				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater																					
	deinstalled (analog)				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater																					
	deinstalled (digital)				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Work Orders Submitted				0	40	14	0	0	0	35	375	150	35	18	24	35	375	150	105	808	338
	Work Orders completed				0	40	14	0	0	0	35	375	150	35	18	27	35	375	150	105	808	341
	Add wireless data network																					
	component	10	10	1012		0	0	0	0	0	0	0	0	0	0	0	0	0	0	10	10	1012
	Remove wireless data	10	10	1012	ľ		ď	Ü		Ŭ		Ü	U	Ŭ	Ŭ		·	·		- 10	10	1012
	network component					0	0	0	0		0	0	0		0	0	0	2	-	0	2	-
-	Move wireless data network				U	U	U	U	U	U	U	U	U	U	U	U	U	3	3	U	3	Ü
						_	_		_		_	_		_	_	_		_				_
	component				0	0	0	0	0	0	0	0	0	0	0	0	0	3	5	0	3	5
	Upgrade software wireless																					
	data network component				0	0	0	0	0	0	0	0	0	0	0	0	0	5	10	0	5	10
	Upgrade hardware wireless																					
	data network component				0	0	0	0	0	0	0	0	0	0	0	0	0	4	10	0	4	10
	Replace failed parts on																					
	wireless data network			l																		
1	component			1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	4	0	2	4
	Modify configuration of																				7	
1	wireless data network			1																		
	component			1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
H	Troubleshoot wireless data		 	 	-	U	U	U	0	"		U	U	U	U	U	U	U	U	U	U	
	network component			l	_	0	_		0	_	0	_	0	_	0	_	_	_	10	0	_	
				-	0	0	0	0	0	0	0	0	0	0	0	0	0	5	10	0	5	10
1	Contact technical support for			1																		
	wireless data network			l																		
	component				0	0	0	0	0	0	0	0	0	0	0	0	0	2	4	0	2	4
	Add wireless data network			1				J														
	component				0	0	0	0	0	0	0	0	0	0	0	0	0	4	10	0	4	10
	Provide modified																					
	documentation		l	l	0	0	0	0	0	0	0	0	0	0	0	0	0	2	4	0	2	4
	Provide unique service				0	0	0	0	0	0	0	0	0	21	25	24	0	1	2	21	26	26
C.5.3.2	Voice Services (wired)				ı			1		Ĭ	Ť	1		i 1					Ī		-3	
0.0.0.2	A Project Completed																					
	Replacement Plan for Wired																					
	Voice equipment Developed		l .			_					_				_							
			1		1	3	1	1	1	1	0	36	36	1	0	1	1	1	1	4	42	40
	Develop Plans	12				3	1	3	3	3	0		36	0	0	0	1	1	1	17	55	53
	Develop Estimates	12		12		3	2	2	2	2	6	12	12	14	11	6	6	12	12	40	52	46
	Review submitted projects	12	12	12		2	1	2	2	2	0	48	48	12	11	6	2	48	48	29	123	117
	Perform Risk assessment	0			0	0	0	1	1	1	0	0	10	0	0	0	0	0	0	1	1	1
	Prepare documents for																					
	changes	135	127	115	1	3	1	48	48	48	0	150	150	0	0	0	20	150	150	204	478	46
	Test and evaluate plans		87			1	1	48	48		0		60	0	0	0	30	60	60	79	256	25
	Perform backup				1	1	1	24	24		0	0	365	0	0	0	0	0	0	25	25	39
<u> </u>	A Device and Service			l		'					Ť		555			J			Ĭ			
	Provided			l																		
-	Circuits troubleshot and		 	 										- 								
		000	10=	150		400	400	400	400	4.0	_	00	00		٠,	00	40		00	404-	00-	
	troubles cleared	300		150		168	180	480	480		0	60	60	53	74	60	40	60	60	1017	967	522
<u> </u>	Voice Circuit Installed	15	15	15			12	24	24		0	10	15	4	7	0	5	10	15	60	84	6
	Voice Circuit Upgraded		ļ	 	0		0	3	15		0		20	460	0	0	8	20	20	471	55	4:
	Voice Circuit Disconnected	12	12	12	6	12	6	24	24	480	10	10	10	2	1	2	0	0	0	54	59	51
1	ISDN Circuit requested to be			1																		
	installed	1	1	1	1	2	2	4	8	3	0	1	5	1	3	3	2	1	5	9	16	1
	ISDN Circuit requested to be																					
	disconnected			1	0	0	1	1	0	0	0	3	0	0	0	0	0	0	0	1	3	
	DSL Circuit requested to be					-													Ĩ			
1	installed			1	0	-1	٥	0	0	1	0	0	0	0	0	0	2	1	5	2	2	11
L	ii เอเฉมCU		l	<u> </u>	U	- 1	9	U	U		U	U	U	U	U	U	2	- 1	5		2	- 10

DSL Circuit Reque	sted to be														1					ı		
Disconnected	sicu io bc				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Cable Modem requipe installed	ested to				0	0	0	0	0	0	0	18	8	0	0	0	0	0	0	0	18	
DSL Circuit Reque	sted to be				0	0	0	0	0	0	0		0	0	0	0	0		0	0	.0	
Disconnected Telephone service	oddod	48	36	48	24	48	48	12	12	12	40	15	15	11	10	0	0	0	0	135	121	13
Telephone Service		36	86	88	0	40	40	36	96		100	30	450	26	20	23	0	0	0	198	232	104
Telephone Service		30	00	00	U	U	- 0	30	90	400	100	30	430	20	20	23	U	U	U	190	232	104
Telephone Service	Changeu	36	36	36	4	0	0	12	12	12	100	30	450	38	401	35	0	0	0	187	479	53
Telephone Service	Deleted	48	48	48	1	4		12	12		50	10	900	4	3	33	50	10	450	165	87	141
Voicemail account		40	40	40	0	0		24	24		0	0	0	13	14	13	0	0	430	37	38	49
Voicemail account		45	57	56	24	12	12	24	24		30	30	900	14	20	17	30	30	450	167	173	191
Voicemail account		70	- 07	- 50	24	12	12	2-7		400	- 50	00	300		20	- ''	- 50	- 00	400	107	170	- 10
V Olociiiaii account	Onlanged	134	123	130	0	0	0	12	12	12	20	20	50	21	18	18	0	0	0	187	173	21
Voicemail account	De-	104	120	100	·					'-	20	20	- 00	1	10	.0		·		107	170	
installed	50	56	78	80	12	36	12	6	6	480	30	15	900	12	10	11	30	15	450	146	160	193
Voicemail Menu C	reated	- 50	,,,	- 55	1	1	1	0	0	O	0	0	50	0	0	0	0	0	0	1 1 1	1	130
Voicemail Menu M					1	1	1	0	0	0	2	0	50	0	0	0	0	0	0	3	1	- 5
Voicemail System						-	<u> </u>	Ť			-	,	30	ľ		Ů		Ŭ	Ü	J		
Up			J		0	1	0	0	0	240	0	0	365	0	0	0	0	0	0	0	1	60
Switchboard Opera	tor Calls											-				-						
Processed (District					0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Audio Conference	Bridge																					
Modified	9-	11	9	10	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	12	9	1
PBX or Key Syster	n Installed				0	0	0		0	0	0	0	4	0	0	0	0	0	0	4	0	
Preventative maint	enance on				U	U	- 0	- '	U	U	U	U		U	U	U	U	U	U	'	U	
a PBX or Key syste																						
performed	÷111				0	0	0	2	12	12	0	0	52	0	0	0	0	0	0	2	12	
PBX or Key Syster	n hackup				U	U	- 0		12	12	U	U	52	U	U	U	U	U	U		12	
performed	Праскир				0	0	0	0	240	240	0	0	365	0	0	0	0	0	0	0	240	6
Problem on a PBX	or Key				- 0	- 0		0	240	240	U	0	303	U	U	0		- 0	- 0	U	240	
System Resolved	or racy	12	12	12	0	0	0	2	2	2	0	0	1000	104	121	115	0	0	12	118	135	11-
PBX or Key Syster	n Program	12		- 12	·			-				Ů	1000	104	121	110		·	12	110	100	
Change made	ir rogiami	24	24	24	0	0	0	12	12	6	0	0	75	125	128	120	0	0	0	161	164	2
Call accounting sys	stem	27	2-7	2-7	·					Ĭ		Ů	70	120	120	120		·		101	104	
Managed	, com				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Call Accounting Re	port				Ĭ	-		Ť			Ů	,	J	ľ		Ů		Ŭ	Ü	Ů	1	
generated	port				0	0	0	0	0	0	360	360	360	0	0	0	0	0	0	360	360	3
Backup of the call	accounting															-						
system	2000ung				365	365	365	0	0	0	0	0	0	0	0	0	0	0	0	365	365	3
Outside cable plan	t installed																					
					6	6	6	0	0	0	2	2	2	0	0	0	0	0	0	8	8	
Outside cable plan	1				Ť					Ĭ				Ť		Ŭ			- U	Ŭ	Ŭ	
Maintained		2	0	1	0	0	0	0	0	0	5	5	5	0	0	0	0	0	0	7	5	
Outside cable plan	1		-	· ·												-						
Troubleshot		2	0	1	3	3	3	0	0	0	5	5	5	0	0	0	0	0	0	10	8	
Outside cable plan	t																					
Upgraded					0	0	0	0	0	0	3	3	3	0	0	0	0	0	0	3	3	
Inside cable plant i	nstalled	10	8	8	60	45	50	48	48	12	100	30	30	4	3	3	0	0	0	222	134	1
Inside cable plant I																						
<u>'</u>		7	8	6	0	0	0	2	2	2	30	30	30	0	0	0	0	0	0	39	40	
Inside cable plant	1	45	54	60	o	9	10	2	2	2	30	30	30	3	3	2	0	0	0	88	98	1
																3	U	U	U	00	90	10
Troubleshot Inside cable plant	Ingraded	45	34	- 00	Ť			1		Ī							Î				1	

	Documentation of Alterations		1	1	1	1									ı					1		
	to Communications																					
	Infrastructure																					
	i i i doli dolaro	34	23	3 4	5 0	0	0	0	0	0	15	15	450	15	13	12	0	0	0	64	51	507
C.5.3.3	Data Services Wired				1																	
	Planning and Management of																					
	Projects																					
	Develop network tactical,																					
	strategic, and project plans,																					
	including documentation	3	8 5	5	4 0	2	0	1	4	2	1	2	2	0	0	0	3	2	2	8	15	10
	Develop network design																					
	plans including cost																					
	estimates.	3	3 4	1	3 0	2	0	1	4	2	8	10	12	5	11	8	3	2	2	20	33	27
	Review submitted projects,																					
	specifications and designs.	3	3 4	1	3 0	2	0	1	4	2	0	1	1	3	9	6	3	2	2	10	22	14
	Perform risk assessments for																					
	planned changes	3	3 4	1	3 0	0	0	0	0	0	0	0	5	0	0	0	1	1	1	4	5	9
	Prepare, plan and document		1	1	1																	
	planned configuration														ا							
	changes	3	3 4	1	3 5	5	5	1	4	2	0	0	5	0	0	0	5	3	3	14	16	18
	Test and evaluate planned												_				_					
	configuration changes. Perform back-up of planned	3	4	+	ა 3	1	2	1	4	2	0	0	5	0	0	0	5	3	3	12	12	15
	configuration change	3	, ,		2 ^	2	_	0	0	_	0	0	_	_	0	_	_	_	_	10		40
	Support Operate and	3	5 4	+	3 2			U	0	U	0	U	5	0	U	0	5	3	3	10	9	13
	Maintain																					
	Maintain																					
	Troubleshoot and clear wired																					
	data circuit service problems	35	35	5 3	5 24	44	24	12	12	12	38	33	39	20	14	17	1	2	2	130	141	130
	Install wired data circuits	8			2 1	57	6	6	6		36	25	457	1	0	- 17	36	25	40	88	115	511
	Upgrade wired data circuits	3	1	- <u> </u>	1 4	26	5	0	12		1	1	3		0	0	1	1	3	9	41	24
	Request Wired data circuits		<u> </u>	1	1	20		Ü	- 12	12			J	-		·	- 1		Ü	J		
	disconnect	5	5 2	,	2 1	53	5	0	0	0	40	15	900	1	0	0	40	15	20	87	85	927
	Move Wired data circuits				1	16	4	0	0	0	102	32	32	0	0	0	102	32	32	205	80	68
	Update and maintain Network																					
	documentation	16	5 5	5	5 3	6	6	6	18	18	210	110	510		3	3	2	3	3	237	145	545
	Add routers to your network				1																	
	(*Note data for layer 2 and																					
	layer 3 switches is input into																					
	the separate switch area that																					
	follows)	16	6 4	1	2 1	2	2	0	0	0	10	12	14	1	2	3	1	2	2	29	22	23
	Remove routers from your																					
	network	12	2 2	2	2 2	0	1	0	0	0	10	10	10	1	2	3	0	0	0	25	14	16
	Move routers on your																					
	network		ļ		2	1	1	0	0	0	2	2	2	0	0	0	0	1	1	4	4	4
	Upgrade the software on																					
	your routers	2	2 2	2	2 1	2	2	4	8	2	4	4	4	2	2	2	1	2	2	14	20	14
	Upgrade the hardware on			1	1																	
	your routers		<u> </u>	 	0	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1	2
	Replace failed hardware																					
	components on your routers	1	1	1	1 6	4	4	0	0	0	0	0	0	1	1	1	0	0	0	8	6	6
	Modify the configuration of	_				_	_		_	_	_				_	_				, .		
	the routers on your network	3	4	+	4 2	3	2	4	8	2	5	8	10	2	2	2	0	1	1	16	26	21
	Troubleshoot reuter problems	_	, ,	,	7 ^	202	000		_	_		ے	_	ارا	ار			ار	,	17	323	~-
-	Troubleshoot router problems Contact technical support for	7	 	' 	, 2	300	300	2	9	2	4	5	6	1	1	1	1	1	1	17	323	317
		4	.	.1	1 15	20	10		2	4	4	4	4	0	0	0	0	4	4	17	25	4.
		1	-	+	1 15	20	10	U			1	1	1	U	U	0	0	1	- 1	17	25	14
		-	, ,		7 0		_			_	10	10	4.4	4	4	4		_	0	22	20	24
	router problems Perform preventive maintenance on routers	7	, 9	9	1 15 7 0	20	10	4	8	2	10	1 12	1 14	0	1	0	0	0	1 0	17 22		30

			1			1	ı									- 1				1		
Add switch	es to your network																					
	d 3 switches)	2	7	-				0	2	0	38	20	40	-	12	2	2	-	-	49	49	50
	vitches from your	3	,		<u> </u>		<u>'</u>	U	3	U	30	20	40	5	12	3		5	5	49	49	36
network	vitches from your	0	6	2	,	, ,	1	0	0	0	15	10	18	0	0	0	0	0	0	17	16	21
	hes on your	U	0				<u> </u>	U	U	U	13	10	10	U	U	U	U	U	U	- 17	10	21
network	inos on your	4	- 1	- 1	2	, ,	1	0	0	0	5	6	7	0	0	0	0	4	4	8	12	12
I Ingrade th	e software on		- '			<u> </u>	 '	U	U	U	3	0	,	U	U	U	U	4	- 4	0	12	13
your switch		45	44	45		0	1	20	32	23	1	- 1	1	1	1	1	0	9	12	76	87	83
	e hardware on	43	44	40		, ,	'	20	32	23	- '	- '		'	- '	- 1	9	9	12	70	- 07	03
your switch							1	0	1	4	0	0	0	1	0	0	0	0	0	1	4	5
your switch	162				U		'	U	'	4	U	U	U	- '	U	U	U	U	U	'		5
Replace fai	iled hardware																					
	s on your switches	1	1	1	2	, 1	2	0	0	0	0	0	0	0	0	0	0	0	0	3	2	3
Соттропети	3 On your Switches	- '	- '			<u> </u>		Ŭ	0	0	0	U	U	- 0	U	- 0	- 0	U	U	J		3
Modify the	configuration of																					
	s on your network	10	15	30				2	22	2	2	4	6	2	2	2	0	9	12	25	54	F2
Troublesho		10	13	30	Ť	-			22				0				3	3	12	25	- 34	52
problems	o. Switon	7	Ω	7			1	2	6	1	24	35	40	2	2	2	۵	9	12	44	65	63
	chnical support for	- '	J		⊢	<u> </u>	†		0		24	55	40				3	3	12		- 00	03
switch prob		Δ	4	1		5		1	2	-1	0	0	0	0	0	0	0	0	0	5	11	5
Perform pro		7	7	- 4	⊢	-	T	1		'	U	J	0	U	V	- 5	-	J	J	3		J
	ce on switches				^			20	32	23	0	0	0	2	2	2	0	9	12	31	43	37
	o your network	2	2	2	1	5	1	1	0		0	0	0	2	2	2	9	2	12	6	11	3/ g
	ibs from your					-	<u>'</u>	1	0	0	0	U	U				- 0		J	U		U
network	abs from your	2	2	2	,			0	1	0	0	0	0	1	1	1	18	0	2	21	4	5
	on your network	1	1		. 0	0 0		0	0	0	0	0	0	0	0	0	10	0	0	4	- 4	1
	e software on		'		U		U	U	U	U	U	U	U	U	U	U	U	U	U	'		- '
your hubs	e soliwale on								0	0	0	0	0	0	0	0	0	0	0	0	0	0
	e hardware on				-	, ,	-	, ,	U	U	U	U	U	U	U	U	U	U	U	U		U
your hubs	C naraware on				0			0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	iled hardware				U	, ,	·	, ,	0	U	U	U	U	U	U	- 0	U	U	U	U		U
	s on your hubs	4	- 1	1				0	0	0	0	0	0	0	0	0	0	0	0	4	4	1
	configuration on		'		-			, ,	U	U	U	U	U	U	U	U	U	U	U	'		
	n your network				0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	ot hub problems	2	2	2	0		0	0 0	0	0	0	0	0	0	0	0	0	0	0	2	3	2
	chnical support for					<u> </u>	-	, ,	U	U	U	U	U	U	U	U	U	U	U			
hub proble					0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Perform pre					Ŭ	1		, i	0	0	- 0	U	U	- 0	-	U	- 0	U	U	- 0		0
maintenand					0			0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Add DSU/C	CSU's to your				Ŭ	1		, i	0	0	- 0	U	U	- 0	-	U	- 0	U	U	- 0		0
	his section also																					
	odular DSU/CSU's																					
that are pa																						
router/swite		Ω	2	2	1	0	1	0	6	4	12	14	16	0	1	1	0	0	0	21	23	24
	SU/CSU from your	- 0			 '		 	Ŭ	- 0		12	14	10	- 0			- 0	U	U	21		24
network	50/000 from your	2	2	2	,	0		2	2	2	10	12	16	0	0	0	0	0	0	14	16	20
	/CSU on your					, ,					10	12	10	- 0	U	- 0	- 0	U	U	14	- 10	20
network	occ on your				1	2	1	0	0	0	0	0	0	0	0	0	0	0	0	1	2	1
	e software on		1		 	 	†	, v	0	0	- 0	- 0	U	0	- 0	- V	- 0	U	U			
your DSU/0					0			0	0	0	0	0	0	0	0	0	0	0	0	0	0	Λ
	our DSU/CSU				0	0 0		0	12	0	0	0	0	0	0	0	0	0	0	0	12	0
	iled DSU/CSU	2	2	2	1	3	1	0	0		2	2	2	1	1	1	0	0	0	6	8	6
	configuration on				'	T 3	<u> </u>	Ŭ	- 0	0				<u> </u>	- 1			Ŭ	Ü	Ü		
DSU/CSU	garanor	3	2	2		0		0	0	0	2	2	2	0	0	0	0	0	0	5	Δ	1
	ot DSU/CSU	3			 	 	Т	7	J	0				0	- V	J	-	J	J	J	-	
problems	3.230,000	2	2	2	1	3	1	0	0	0	2	2	2	n	0	0	0	0	0	5	7	5
	chnical support for	-			<u> </u>	T	†	Ĭ		,		-				J	, i	3	J	3	-+	3
DSU/CSU		2	2	2	0	J 3		12	12	12	4	4	4	1	1	1	0	0	0	19	22	19
200/000	2.02.01110					, ,		12	12	12			- 4	''	- '1	- '1	U	U	U	13		13

	Add CODEC's to your															
	network				0 (0 0	0	0 0	0	0	0 0	0 (0 0	0 0	0	0 0
	Remove CODEC's from your															
	network				0 (0	0	0 0	0	0 (0 0	0 (0 0	0 0	0	0 0
	Move CODEC'S on your															
	network				0 (0 0	0	0 0	0	0	0 0	0 (0 0	0 0	0	0 0
	Upgrade the software on															
	your CODEC'S				0 (0 0	0	0 0	0	0	0 0	0 (0 0	0 0	0	0 0
	Upgrade the hardware on															
	your CODEC'S				0 (o l	0	0 0	0	0	0 0	0 0	0 0	0 0	0	0 0
	Replace failed hardware										1					
	components on your															
	CODEC'S				0 (n 0	0	0 0	0	0	0 0	0 (0	0 0	0	0 0
	Modify the configuration of				`	<u> </u>	- ĭ	1		, i	Ť	,		Ů		
	the CODEC'S on your															
	network				0 (,	0	0 0	0	0	0	0 4		0	0	0 0
	Troubleshoot CODEC'S				0 (0	U	0 0	U	0	0	0 (0	0 0	U	0 0
	problems				0 (0	0 0	0			0		0 0	0	
			_	_	0 (0	0	0 0	0	0 1	0	0 (0 0	0 0	- 0	0 0
1	Contact technical support for								_						_	
—	CODEC'S problems				0 (0	0	0 0	0	0 (0	0 (0	0 0	0	0 0
1	Perform preventive				_[_[_[.1 .1			
—	maintenance on CODEC'S				0 (0	0	0 0	0	0 (0 0	0 (0 0	0 0	0	0 0
	Add sensors to your network	4	5	5	0 (0 0	0	0 0	1	1	1 0	0 (0 0	0 1	5	6 7
	Remove sensors from your															
	network				0 (0 0	0	0 0	0	1	1 0	0 (0 0	0 0	0	1 1
	Move sensors on your															
	network				0 (0 0	0	0 0	0	0	0 0	0 (0 0	0 0	0	0 0
	Upgrade the software on															
	your sensors		1	1	0 (0 0	0	0 0	0	0	0 0	0 (0 0	0 0	0	1 1
	Upgrade the hardware on										1					
	your sensors		1	1	0 (o l	0	0 0	0	0	0 0	0 0	0 0	0 0	0	1 1
	Replace failed hardware															
	components on your sensors				0 (n 0	0	0 0	0	0	0 0	0 (0	0 0	0	0 0
	Modify the configuration of					-		0 0			-	,		0	-	0 0
	the sensors on your network		6	7	0 (,	0	0 0	0	0	0	0 (0 0	0	6 7
	Troubleshoot sensor		U		0 (0	0	0 0	U	0	0	0 (0	0 0	U	0 7
	problems		_		0 (0	0 0	0	0		0		0 0	0	
-	Contact technical support for		5	4	0 (0	U	0 0	U	0 '	0	0 (0	0 0	U	5 4
					0 (
	sensor problems		8	4	0 () 0	0	0 0	0	0 (0	0 (0	0 0	0	8 4
	Perform preventive								_	_		_			_	
	maintenance on sensors				0 (0 0	0	0 0	0	0 (0 0	0 (0 0	0 0	0	0 0
I	Add monitors/displays to					1					1			1		
	your network		1		0 (0 0	0	1 1	2	2	2 0	0 (0 0	0 0	2	4 3
I	Remove monitors/displays					1					1			1		
	from your network				0 (0 0	0	0 0	0	0 (0 0	0 (0 0	0 2	0	0 2
1	Move monitors/displays on					1	I _				1			1 7		
	your network				0 (00	2	4 4	0	0	00	0 (0 0	0 0	2	4 4
	Upgrade the software on															
1	your monitors/displays				0 (0 0	2	2 2	0	0	0 0	0 (0 0	0 0	2	2 2
	Upgrade the hardware on						î l				1					
1	your monitors/displays				0 (n	0	0 1	0	ol o	0 0	0 (0 0	0 0	0	0 1
	Replace failed hardware				1 '	<u> </u>	 	1 1		<u> </u>	1	<u> </u>	1 1	1 1		-
1	components on your					1										
I	monitors/displays				0 /	م ا		0 0	_		0			0 0	0	
—	Modify the configuration of			-	0 (1 0	٠	0 0	- 0	0	0	0	0	0	U	0 0
I	the monitors/displays on your					1					1			1		
I	network						40	40 40	١.					ا ،		40
	HELWOIK				U (J 0	12	12 12	1	1	1 0	U (U U	U 0	13	13 13

Troubleshoot		ı				1										-				
						,		0	_		4			0	0			0		
monitors/displays problems				0) (0	0	0	1	1	1	0	0	0	0	0	0	1	1
Contact technical support for																				
monitors/displays problems				0) () (0	0	0	0	0	0	0	0	0	0	0	0	0	0
Perform preventive																				
maintenance on																				
monitors/displays				0) () (0	0	0	0	0	0	0	0	0	0	0	0	0	0
Add video input device to																				
your network				0) (0 0	0	0	0				0	0	0	0	0	0	0	0
Remove video input device																				
from your network	4	1		. 0) (0	0	0	0	0	0	0	0	0	0	0	0	4	1
Move video input device on		<u> </u>		 					1											
your network				0	، ا	, ,		0	٥	0	0	0	0	0	0	0	0	0	0	0
Upgrade the software on				U		, ,	0	U	U	U	U	U	U	U	U	U	U	U	U	
your video input device				0) (0	0	0	0	0	0	0	0	0	0	0	0	0	
Upgrade the hardware on																				
your video input device		ļ	!	0) (0	0	0	0	0	0	0	0	0	0	0	0	0	0
Replace failed hardware			1	I	1				1	ļ										
components on your video			1	I	1				ı			I	J			J				
input device		<u></u>	<u></u>	0) (0 0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Modify the configuration of																				
the video input device on			1	I	1				I	ļ										
your network			1	0) (0 0	0	0	0	0	0	0	0	0	0	0	0	0	0	о
Troubleshoot video input			†	t – Ť	†`	† Ť			1	7		Ť	1							
device problems			1	0				0	0	0	0	0	0	0	0	0	0	0	0	0
ucvice problems		 	 	 	Τ '	1	, 0	-		U	U	U	U	U	U	U	U	U	J	
Contact technical support for			1	I	1				1	ļ										
										_	_	_	_				_			_
video input device problems				- 0) () (0	0	0	0	0	0	0	0	0	0	0	0	0	0
Perform preventive																				
maintenance on video input																				
device				0) () (0	0	0	0	0	0	0	0	0	0	0	0	0	0
Add data services wired																				
faxes to your network (such																				
as stand alone faxes, not fax																				
functions supported by PC																				
modem cards)	15	4	٤	2	, 1	ء اا	2	8	2	3	2	2	0	0	0	3	26	2	25	41
Remove faxes from your		<u> </u>		1 -		1 -			7	Ŭ			Ť							
network	4						0	0	0	2	2	2	0	0	0	2	5	2	11	13
Move foves on your network	4	4	-		1		0	0	0	3	- 2		0	0	0	3	5		7	13
Move faxes on your network		 	 	1 1	 	1 1	U	U	U	3			U	U	U	3	5	2	- /	<u>8</u>
Upgrade the software on]	ı]] _]			J	_[_[_	J						
your faxes	1	2	1	0) (0	0	0	0	0	0	0	0	0	0	2	2	1	4
Replace failed hardware			1	I	1				I	ļ										
components on your faxes		<u> </u>	<u> </u>	0) (0	0	0	0	0	0	0	0	0	0	0	0	0	0
Modify the configuration of			1	I	1				ı			I	J			J				
the faxes on your network		<u></u>	<u></u>	1	1	11	0	0	0	5	5	5	0	0	0	5	29	5	11	35
Troubleshoot fax problems	8	9	6	0) 1	1 0	2	2	2	3	3	3	0	0	0	10	10	11	23	25
Contact technical support for																			İ	
fax problems	2	3	3 3	0) () (0	0	0	0	0	0	0	0	0	0	0	0	2	3
Perform preventive	_	Ĭ	<u> </u>	Ť	†	<u> </u>			Ť	1			1		Ŭ			Ů	- 1	
maintenance on faxes	1	5					0	0	0	0	0	0	0	0	0	0	0	0	4	5
Perform preventive	4	1 3	' '	1 '	\ \	1	, 0			U	U	U	U	U	U	U	U	U	4	
maintenance on emergency			1	I	1				1				J			J				
			1	I	1				1	ļ										
wired data network			1	I	1				ı			I	J			J				
components		<u> </u>	<u> </u>	0) () (0	0	0	0	0	0	0	0	0	0	0	0	0	0
Add other types of wired data			1	I	1				I			I	J			J				
network components	0	0		0		<u> </u>	1	1	0	0	0	0	0	0	0	2	2	2	3	3
Remove other types of wired			1	I	1				1				J			J				
data network components			1	n) () (2	0	0	0	0	0	0	0	0	0	1	10	2	1
data notironi componente								,		٧,	ŭ	~	,	٧.	Ü	٧.		.0		

	Maria athan timas at inical	1			1					1								1		1		
	Move other types of wired	_	_				_		_		_		_	_	_		_	_		_		_
	data network components	0	0	() (0	(0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Upgrade software on other																					
	types of wired data network																					
	components	0	0	() (0	C	2	1	0	0	0	0	0	0	0	0	0	0	2	1	0
	Upgrade hardware on other																					
	types of wired data network																					
	components				C	0	C	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Replace failed parts on other																					
	types of wired data network																					
	components	0	0	(0		0	0) 0	0	0	0	0	0	0	0	0	0	0	0	C
	Modify configuration of other	- 0	Ü					Ť		"		-									Ü	
	types of wired data network																					
			_							ا ا	0	0			0							
	components	0	5	11	1 (0	(3	3	3	0	0	0	0	0	0	0	1	1	3	9	15
	Troubleshoot other types of																					
	wired data network																					
	components	0	2	ŧ	5 0	0	C	3	3	3	0	0	0	0	0	0	0	1	1	3	6	9
	Contact technical support for																					
	other types of wired data																					
	network components	0	2		5 0	0	c	2	0	0	0	0	0	0	0	0	0	0	0	2	2	5
	Perform preventive				i i	1	1	Ī					-				Ť					
	maintenance on other types																					
	of wired data network																					
					I .	, ,			_	ا ا	0	_	_	_	_	_	_	_	_	_	_	_
I	components Provide modified				1	0	1	3	3	3	- 0	0	0	0	0	0	0	0	0	3	3	
	documentation after new																					
	installs/upgrades for other																					
	types of wired data network																					
	components	0	18	(0	0	C	0	0	0	0	0	0	0	0	0	0	0	1	0	18	1
	Any other instances of unique																					
	Services/Functions related to																					
	wired data services *																					
	Services not covered in the																					
												0				0			0			
	other forms.					0	(0	0) 0	0	0	0	0	0	0	0	0	0	0	0	
	Provide user training for																					
	wired data services	0	18		5 0	0		0	0	0	0	0	0	0	0	0	100	110	150	100	128	155
	Number of help desk																					
	requests in support of wired																					
	data services	0	55	65	5 0	0	C	0	0	0	20	22	24	0	0	0	1200	1000	1000	1220	1077	1089
	Install inside cable in support																					
	of wired data services	0	5	(25	35	40	0	0		104	34	34	0	0	0	0	0	0	129	74	7/
	Maintain inside cable in	- 0	3		2	30	40			,	104	34	34	- 0	- 0		- 0	U	- 0	123	74	
	support of wired data								_					_	_		_	_				_
	services		1		1 2	5	5	0	0	0	15	15	15	0	0	0	0	0	0	17	21	21
I	Troubleshoot inside cable in																					
	support of wired data				1	1																
	services		125	75	5 6	6	ϵ	0	0	0	13	15	17	6	5	5	0	1	1	25	152	104
	Upgrade inside cable in																					
	support of wired data				1	1																
	services					9		0	0)	51	10	11	460	0	વ	0	2	3	511	21	20
	Install outside cable in				†	1 -		T -		1 1	31	10	- ''	730	0	3	- 0		3	511		
	support of wired data				1	ı	1															
		_	_						_	ا. ل	_				_	_	اء	_	-		_	
-	services	0	5	(1	3	3	0	0	0	0	1	1	0	0	0	0	0	0	1	9	
	Maintain outside cable in																					
	support of wired data																					
	services					0		0	0	0	0	1	1	0	0	0	0	0	0	0	1	1
	Troubleshoot outside cable in																					
	support of wired data				1	1																
	services				1	. 3		12	12	12	0	0	n	0	0	0	0	n	0	13	15	15
<u> </u>	33.1.330							12	12	12	U	U	U	U	U	U	U	U	U	13	13	- 10

	Ungrada autaida aabla in		1	1	1	1	ı										1	1			1	
	Upgrade outside cable in																					ļ
	support of wired data																					ļ
	services				C	0	(0	0	0	0	0	0	0	0	0				0	0	0
C.5.3.4.	VTC/Video Services																					
	Project Planning and																					ļ
	Management																					
	A Project Completed				C	0	(0	0	0	3	1	1				0	1	1	#######	#######	#######
	An approval or a Needs																					
	Assessment for new																					ļ
	systems, major upgrades, or																					ļ
	modifications submitted					0	(0	0	0	0	0	0				0	1	1	0	1	1
	Install, Operate and Maintain																					
	Video Teleconferencing																					
	Services																			0	0	0
	Process FTS requests for				1															- 0	U	
	VTC service.	35	5 55	6) (,	24	132	144	50	55	70					160	200	109	402	474
	Process FTS Disconnect	33	5 55	0	U C	, ,		24	132	144	50	55	70				U	160	200	109	402	4/4
						0					0									0		
	Orders for VTC services.) ((0	0	U	0	0	0				U	0	0	0	0	- 0
	Install Video																					
	Teleconferencing Equipment																					
		3	0	1	0 0	0	(0	1	0	4	1	2				0	15	15	7	17	17
	Resolve problems with Video																					
	Teleconferencing Equipment																					
		2	6	6	5 8	3 6	8	0	0	0	50	30	20				0	40	50	60	82	83
	Perform PM on Video																					
	Teleconferencing Equipment																					ļ
	·	2	2	:	3 6	6 4	. 6	5 1	1	0	0	0	1				0	12	12	9	19	22
	De-install Video																					-
	Teleconferencing Equipment																					
	g =					0	(0	0	0	0	0	0				0	0	0	0	0	0
	Resolve desktop video				<u> </u>	1	<u> </u>	Ť		Ĭ		Ĭ	·				Ť	Ť	Ĭ	Ĭ	Ŭ	Ť
	teleconferencing equipment																					
	problems					0	,	0	0	0	0	0	0					11	12	0	11	12
	Move video teleconferencing					, ,		-	- 0	U		U	- 0				·	- ''	12	- 0	- ''	
	equipment or services																					
	equipment of services				4.0		0.0	3 0			40	45					_		ارا	50	70	87
-	A -l-l - : -l				10	24	36	0	0	U	40	45	50				U	1	- 1	50	70	87
	Add video teleconferencing												_				_			_	_	J
	equipment or services	1	0	1	0 () (() 0	1	U	4	- 1	2				U	0	0	5	2	2
	Change video																					
	teleconferencing equipment																					
	or services, including																					
	configuration modification.	15	10) :	5 0	0	(0	0	0	5	0	3				0	1	2	20	11	10
	Delete video teleconferencing																					
	equipment or services																					
				<u> </u>	C	0	(0	0	0	0	0	0				0	0	0	0	0	0
	Provide user training for																					
	video teleconferencing																					
	equipment or services	60	75	6	5 0	0	(0	1	0	5	6	8				0	10	15	65	92	88
	Move CCTV equipment or		i -		T T		1					Ĩ					Ì					
	services		1	1	c	0	(o 0	0	0	0	0	0				n	0	0	0	0	0
	Add CCTV equipment or			1	† Š	1	†	Ť		Ĭ	Ť	Ť					l Š	Ť	Ť	Ť	Ť	-
	services					0		0	0	0	0	0	0				0	0	0	0	0	Ō
	Change CCTV equipment or		1	1	1	1	<u> </u>		- 0	l i	0	0	U				ı	, ·	Ŭ	- 0	U	
	services		1	1	1 ,		,	,			0		_				_	_	_	0	_	0
-	Delete CCTV equipment or		1	1	 	, 0	Η '	0	0	0	0	0	0	!			⊢ ′	0	0	0	U	0
					I .] .		_		_	_	_				I -	_				_
1	services		1	1		0 0	— (0 0	0	0	0	0	0	 		 	0	0	0	0	0	0
	Move surveillance systems																				_]	
	equipment or services		<u> </u>	<u> </u>		0 0	(0	0	0	0	9	10				0	11	12	0	20	22
	Add surveillance systems																					J
1	equipment or services	0	1		1 (0	(0	0	0	0	0	0				0	11	12	0	12	13

Opelete surveillance systems Opelete surveill																							
Deletes surveillance systems equipment of services		Change surveillance systems																				ı	l
Delete surveillance systems		equipment or services																				ı	l
equipment or services						0	0	0	0	0	0	0	0	2				0	0	2	0	0	4
Move streaming video																						ı	
equipment						0	0	0	0	0	0	0	0	0				0	0	0	0	0	0
Add streaming video																						ı	
equipment 0 0 0 0 0 0 0 2 0 1 0 1 1 2 1 Delete streaming video equipment 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0						0	0	0	0	0	0	5	8	8				0	1	1	5	9	9
Change streaming video equipment																						ı	
equipment						0	0	0	0	0	0	2	0	1				0	1	1	2	1	2
Deliete streaming video																						ı	
Squipment						0	0	0	0	0	0	0	0	1				0	1	2	0	1	3
Requests for video capture 2 2 4 4 6 10 16 0 0 0 0 6 6 10 15 0 10 15 28 14 37 5 Requests for video capture 3 2 5 0 0 0 0 0 0 0 5 8 8 0 0 10 15 6 8 77 2 8 Number of help desk requests in support of Video services in support of Video services in support of Video services of unique applications related to video services of unique applications related to video services of the		Delete streaming video																				ı	
Requests for video archive 3						0	0	0	0	0	0	0	0	0				0	0	0	٥	0	0
Number of help desk requests in support of Video services 0 0 0 0 0 0 0 0 0		Requests for video capture	2	2	4	6	10	10	0	0	0	6	10	15				0	15	25	14	37	54
requests in support of Video services Instances of unique applications related to video services Install inside cable in support of video services 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		Requests for video archive	3	2	5	0	0	0	0	0	0	5	5	8				0	10	15	8	17	28
Services		Number of help desk																					
Services		requests in support of Video																				ı	
applications related to video						0	0	0	0	0	0	70	75	80				0	52	80	70	127	160
applications related to video																							
Services					l																	ı l	
Of video services					1	0	0	0	0	0	0	2	3	3				0	4	5	2	7	8
Of video services																							
Maintain inside cable in support of video services			0	2	C	0	5	4	0	0	0	8	1	2				0	1	2	8	9	8
Troubleshoot inside cable in support of video services 4 5 3 6 10 13 0 0 0 0 3 5 5 0 0 1 2 13 21 2 2 Upgrade inside cable in support of video services 1 2 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		Maintain inside cable in																					
Troubleshoot inside cable in support of video services 4 5 3 6 10 13 0 0 0 0 3 5 5 0 0 1 2 13 21 2 2 Upgrade inside cable in support of video services 1 2 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		support of video services	4	5	3	8	6	6	0	0	0	3	5	5				0	1	1	15	17	15
Support of video services																							
Upgrade inside cable in			4	5	3	6	10	13	0	0	0	3	5	5				0	1	2	13	21	23
Support of video services 1 2 1 0 0 0 0 0 8 1 2 0 2 4 9 5																							
Install outside cable in Support of video services O 1 O O O O O O O O			1	2	l 1	0	0	0	0	0	0	8	1	2				0	2	4	9	5	7
Support of video services																							
Maintain outside cable in support of video services			0	1	0	0	0	0	0	0	0	0	0	0				0	0	0	0	1	(
Support of video services																							
Troubleshoot outside cable in support of video services 2 1 1 0 0 6 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0			0	1		0	0	0	0	0	0	0	0	0				0	0	0	0	1	(
Support of video services 2														-									
Upgrade outside cable in support of video services			2	1	1 1	0	6	0	0	0	0	0	0	0				0	0	0	2	7	1
Support of video services			_											-							_		
C.5.3.5 Support Project Planning and Management The number of Radio Service						0	0	0	0	0	0	0	0	0				0	0		0	0	(
Project Planning and Management						Ĭ			Ŭ		Ĭ		Ĭ									Ť	
Project Planning and Management	C 5 3 5																					ı	
Management	0.0.0.0																						
The number of Radio Service		Management																				ı	
or Support projects you plan, Install, Operate and Maintain Radio Services and Support Install, test and submit for acceptance new or upgraded systems 50 55 80 0 0 0 0 2 2 2 11 15 0 0 0 63 72 8 Provide 'as built' documentation of system 50 55 80 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0						100	50	10	0	0		42	42	42	- 4	10	0		0	_	1.47	105	
Install, Operate and Maintain Radio Services and Support Install, test and submit for acceptance new or upgraded systems						100	50	10	U	U	U	43	43	43	4	12	U	U	U	U	147	105	50
Radio Services and Support Install, test and submit for acceptance new or upgraded systems 50 55 80 0 0 0 2 2 2 11 15 0 0 0 0 63 72 8		or Support projects you plan,																					
Radio Services and Support Install, test and submit for acceptance new or upgraded systems 50 55 80 0 0 0 2 2 2 11 15 0 0 0 0 63 72 8		Install Operate and Maintain																				ı	
Install, test and submit for acceptance new or upgraded systems 50 55 80 0 0 0 2 2 2 11 15 0 0 0 63 72 8					1																	ı l	
acceptance new or upgraded systems				 	 	1					 												
systems 50 55 80 0 0 2 2 2 11 15 0 0 63 72 8 Provide 'as built' 50 55 80 0					1																	ı l	
Provide 'as built' documentation of system									_		_	_	_						_				
documentation of system 50 55 80 0 0 0 0 0 0 0 0				 	 	50	55	80	0	0	0	2	2	2	11	15		0	0	0	63	72	82
Resolve radio equipment 200 150 100 0 0 0 6 6 6 16 20 12 0 0 0 222 176 11					l																		
Problems 200 150 100 0 0 0 6 6 6 16 20 12 0 0 0 222 176 11				 	 	50	55	80	0	0	0	0	0	0	0	0	0	0	0	0	50	55	80
Move mobile equipment 100 100 100 0 0 5 5 2 2 2 2 0 0 107 107 107 107 100 Add mobile equipment 20 20 20 0 0 0 0 0 4 12 0 0 0 20 24 3 Change mobile equipment 100 100 100 0				1	1																		
Add mobile equipment 20 20 20 0 0 0 0 0 0 0 0 4 12 0 0 0 0 20 24 3 Change mobile equipment 100 100 100 0 0 0 0 0 0 18 26 12 0 0 0 118 126 11 De-install mobile equipment 100 100 100 0 0 0 0 0 0 0 0 0 0 0 0 0				 	 				v		0		6	6			12	0	·	0			118
Change mobile equipment 100 100 100 0 0 0 0 18 26 12 0 0 0 118 126 11 De-install mobile equipment 100 100 100 0 <t< td=""><td></td><td></td><td></td><td></td><td>ļ</td><td></td><td></td><td></td><td>_</td><td></td><td>0</td><td></td><td>5</td><td>5</td><td></td><td></td><td>2</td><td>0</td><td></td><td>0</td><td></td><td></td><td></td></t<>					ļ				_		0		5	5			2	0		0			
De-install mobile equipment 100 100 100 0 0 0 0 0 0 0 0 0 0 0 0 100 100 100					ļ				v		0		0	0	v			0	·	0			32
Move base station equipment					ļ						0		0	0			12	0		0			
					ļ	100	100	100	0	0	0	0	0	0	0	0	0	0	0	0	100	100	100
20 10 10 0 0 0 0 0 0 0 0 2 0 0 0 20 10 1		Move base station equipment			l																	ı l	
		1		<u> </u>	l	20	10	10	0	0	0	0	0	0	0	0	2	0	0	0	20	10	12

1	Add base station equipment	1	1	1		1	1	1	1	1		1		1	
	Add base station equipment		10	5	5	0	0 0	0	0	0 1	0	2 0	0 0	11	5 -
	Change base station		- '`	, ,		<u> </u>		Ĭ	Ĭ	<u> </u>	ŭ	-		1	, ,
	equipment		20	20	20	О	0 0	0	0	0 2	1	2 0	0 0	22	21 22
	De-install base station														
	equipment			5 5	5	0	0 0	0	0	0 0	0	2 0	0 0	5	5 7
	Move repeaters.		(2	0	0 0	1	0	1 0	0	0 0	0 0	7	
	Add repeaters		(, .	10	0	0 0	1	1	1 0	<u> </u>	10 0	0 (7	ŭ -
	Change repeaters		(10	0	0 0	0		0 0	0	0 0	0 (6	
	De-install repeaters		4	1 1	0	0	0 0	0	0	0 0	0	0 0	0 0	4	1 (
	Move radio control consoles		12	. 4	2	0	0	١ ,	2	2 0	2	2		13	
	Add radio control consoles.		12		2	0	0 0	1	1	1 0	2	2 0	0 0	13	7 5
	Change radio control														
	consoles.		12	2 4	2	О	0 0	2	2	2 0	2	2 0	0 0	14	8 f
	De-install radio control														
	consoles.		10	5	5	0	0 0	0	0	0 0	0	2 0	0 0	10	5 7
	Move data radios				10	0	0 0	0	0	0 0	-	2 0	0 (1	
	Add data radios.		- 2		23	0	0 0	0		0 0	2	2 0	0 (2	172 25
	Change data radios.		(6	0	0 0	0		0 0		2 0	0 (0	3 8
	De-install data radios.		(0	0	0	0 0	0		0 0	0	2 0	0 (0	0 2
	Move AM radios.		- 2		0	0	0 0	2	_	2 0		0 0	0 (4	
	Add AM radios.		() 1	1	0	0 0	2		4 0	0	3 0	0 (2	1 8
	Change AM radios.			1 1	1	0	0 0	0		4 0	0	0 0	0 () 1	1 5
	De-install AM radios.			1 0	1	0	0 0	0		4 0	0	3 0	0 () 1	3 0
	Move FM radios.		50		50	0	0 0	2		4 0	0	0 0	0 0	52	
	Add FM radios.		200		50	0	0 0	2		2 0	0	3 0	0 0	202	200 55
	Change FM radios.		200		500	0	0 0	0		0 0	0	3 0	0 (200	200 503
	De-install FM radios.		50	50	50	0	0 0	0	0	0 0	0	3 0	0 (50	50 53
	Move Public Service														
	Broadcast or information							l .	l .l						
	radios.			0 0	0	0	0 0	4	4	4 0	U	0 0	0 (4	4 4
	Add Public Service Broadcast or information														ı
	radios.		,	0		0	0 0	0	0	2 0	0		0 0	0	,
	Change Public Service			, ,	U	U	0 0	U	U	2 0	U	0 0	0 (, 0	
	Broadcast or information														
	radios.		,	0		0	0 0	4		4	0		0 0		. الما
	De-install Public Service			0	U	- 0	0 0	4	4	4 0	U	0 0	0 (4	4 4
	Broadcast or information														
	radios.			0	0	0	0 0	0	0	0 0	0	0	0 0	0	
	Move radio or microwave			1 0	·	- u	0 0	ľ	Ĭ	ŭ ŭ	- J	4 4		Ĭ	
	tower.		10	1	5	0	0 0	0	0	0 0	0	0 0	0 (10	4 5
	Add radio or microwave			-	Ŭ		Ť	Ť		Ť	Ĭ	<u> </u>	Ť	, · · ·	
	tower.			2 4	2	0	0 0	0	0	0 0	0	0 0	0 0	2	4 2
	Change radio or microwave							Ì							
	tower.		8	3 2	4	0	0 0	0	0	0 0	0	1 0	0 0	8	2 5
	De-install radio or microwave														
	tower.		1 2	2 0	0	0	0 0	0	0	2 0	0	1 0	0 0	2	0 3
	Move radio control over IP		ĺ						l i						
	device.			1	2	0	0 0	0	3	3 0	0	0 0	0 0	0	4 5
	Add radio control over IP				_										
	device.		(1	20	0	0 0	0	0	3 0	0	0 0	0 0	0	1 23
	Change radio control over IP														
	device.		(4	5	0	0 0	0	0	0 0	0	0 0	0 0	0	4 5
	De-install radio control over														
	IP device.		(0 0	0	0	0 0	0	0	0 0	0	0 0	0 0	0	0 (
	Move terminating equipment									1					ı [
I	(MUX)		4	1 4	2	0	0 0	0	0	0 0	0	0 0	0 0	4	4 2

	Add terminating equipment																			l '
	(MUX)		4	2	1	0	0	0	0	0	0	0	0	0	0	0	0	4	2	1
	Change terminating																			l
	equipment (MUX)		4	10	10	0	0	0	0	0	0	0	0	0	0	0	0	4	10	10
	De-install terminating																			l
	equipment (MUX)		2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	. 0
	Perform preventive																			l
	maintenance on radio																			l
	equipment		400	100	400	0	0	0	50	50	50	13	13	12	0	0	0	463	163	462
	Remove and reinstall mobile																			
	radios for vehicle																			l
	replacement		40	30	30	0	0	0	0	3	0	1	1	0	0	0	0	41	34	30
	Test and operate equipment																			Ī
	in order to establish its																			I
	operating characteristic																			l
	parameters and permissible																			l
	tolerances		2	2	4	0	0	0	50	50	50	12	12	12	0	0	0	64	64	66
	Programming radio user																			
	groups, frequencies, CTCSS,																			l
	NACS, talk groups, user																			l
	groups, and other required																			l
	parameters.		200	200	400	0	0	0	50	50	50	3	3	2	0	0	0	253	253	452
	Radio Equipment and		200	200	400	· ·		0	30	30	30		3		- 0	- 0	0	200	200	402
	Spectrum XXI Information																			l
	System (IS) support																			l
	Power systems installed		30	20	10	0	0	_	- 1	1		4	4	- 4	0	0	0	35	25	40
	Power systems de-installed		0			0	0	_	- 1	0	- 4	3	3	4	0	0	0	33	25 5	
	Power systems moved		0	0		0	0	0	0	0	0	3	2		0	0	0	2	5	
	Tower inspections		3	3	0	0	0	0	0	2	0	2	2		0	0	0	9		
	Replace tower lighting		3	3	3	0	0	0		0			1					3	9	
	Request new frequency			1	1	U	0	0	- 0	- 0	U		1	1	- 0	- 0	0	3		
												0				40	40		40	
	assignments.		0	0	50	- 0	0	0	- 4	4	4	0	2	0	4	12	12	8	18	66
	Review existing frequency																			l
	assignments (5-year update)					ا	_	_				_		_						
	D		150	200	277	0	0	0	10	10	10	5	15	3	10	10	10	175	235	300
	Report frequency			_	_		_	_	_	_		_	_	_				_	_	l _
	interference		4	2	2	0	0	0	0	0	0	0	0	2	1	1	1	5	3	- 5
	Interference cases																			l
	investigated		10		3	0	0	0	0	0	0	0	0	1	0	0	0	10	5	4
	Interference cases resolved		10	5	3	0	0	0	0	0	0	0	0	0	0	0	0	10	5	3
	Gather and compile radio																			ı
	equipment contract																			l
	requirements		2	2	2	0	0	0	0	0	0	1	3	2	0	0	0	3	5	4
1	Assist in the development of																			ı
	radio contract solicitation		1	0	0	0	0	0	0	5	5	1	3	2	0	0	0	2	8	7
1	Assist in evaluation of																			I
	solicitation bids		1	1	1	0	0	0	0	0	0	1	3	2	0	0	0	2	4	3

PARAGRAPH NUMBER			CENW	ĸ		CENV	10		CENWI	,		CENWS	,		CENW	N		CENW	'D	CENV	VD TO	ΓALS
		FY05			FY03	FY04			FY04			FY04										FY05
C.5.3	Communications																					
C.5.3.1	Wireless Voice and Data							1														
C.J.J. 1	Project Planning and							1														
	Management																					
	Studies Submitted				0	0	1		_		_	0	_		3	_				4.4		
		33			1	1	2	9		14	0	0	0	5	_	3				44	44	51
	Consults Provided	0	0	0	4	2	2	116 9		138	-	0	0	2	2	2				122	121	143
	Business Cases prepared	1	1	1	3	1	2	9	9	23	0	0	0	2	1	2				16	13	28
	Design's created and submitted		٠.		3	'					_		_	_		_						
	Test's conducted	38			3	4	5	94	96	111	0	0	0	0	0	0				135	131	146
		4			4	3	3	464	468	992	0	0	0	0	_	Ū				471	474	998
	Certification's completed	0	0	0	1	1	3	19	19	548	0	0	0	156	168	168				179	190	719
	Project's created and submitted	55	47	33		'	3	91	94	99	0	0	0	0	0	0				147	142	135
	Wireless Voice and Data																					
	Services																					
	Routers installed	0	0	0	1	1	5	1	5	6	0	0	0	0	0	0				2	6	11
	Routers configured	0			0	0	5	3		15	0	0	0	0	0	0				3	4	20
	Routers deinstalled	0	0	0	0	1	0	1		1	0	0	0	0	0	0				1	2	1
	AP activated	0	_		4	2	22	3		21	0	0	0	0	0	0				7	12	43
, i	AP configured	0			0	0	20	9		29	0	0	0	0	0	0				9	17	49
	AP deactivated	0	0	0	0	0	0	3	2	2	0	0	0	0	0	0				3	2	2
	Pagers activated	0	0	0	0	0	0	26	3	3	21	2	0	0	1	4				47	6	7
	Pagers deactivated	0	0	0	0	0	0	4	3	3	11	1	0	3	1	3				18	5	6
	Mobile satellites activated	0	0	0	0	0	0	27	50	42	0	0	0	6	8	6				33	58	48
	Mobile satellites deactivated	0	0	0	0	0	0	7	5	8	0	0	0	0	1	0				7	6	8
	Cellular telephone activated	0	0	0	34	18	30	70	77	102	85	55	20	21	3	4				210	153	156
	Cellular telephone deactivated	0	0	0	10	6	12	36	23	38	18	12	8	4	2	2				68	43	60
	PDA activated	0	0	0	5	9	17	9	22	33	4	8	0	0	1	30				18	40	80
	PDA deactivated	0	0	0	0	0	0	8	8	11	0	0	0	0	0	5				8	8	16
	GPS activated	0	0	0	4	1	24	70	72	66	0	0	0	0	0	0				74	73	90
	GPS configured	0	0	0	10	12	16	39	47	63	0	0	0	0	0	0				49	59	79
	GPS deactivated	0	0	0	0	0	1	69	69	69	0	0	0	0	0	0				69	69	70
	Microwave radio activated				0	0	0															
	(analog)	0	0	0				0	0	0	0	0	0	0	0	0				0	0	0
	Microwave radio activated				2	3	2															
	(digital)	0	0	0				0	12	61	0	0	18	0	0	0				2	15	81
	Microwave radio configured				60	60	60															
	(analog)	19	14	13				0	1	0	0	0	0	0	0	0				79	75	73
	Microwave radio configured				1	2	2															
	(digital)	0	0	_ 0	L	L	<u> </u>	0	24	84	0	0	0	0	0	0	L	L		1	26	86
	Microwave radio deactivated				1	0	0															
	(analog)	0	1	0				0	0	12	0	0	18	0	0	0				1	1	30
	Microwave radio deactivated				0	1	0															
	(digital)	0	0	_ 0	L	L	<u> </u>	0	0	0	0	0	0	0	0	0	L	L	<u>L</u>	0	1	0
	Microwave repeater installed				0	0	0															
	(analog)	0	0	_ 0	L	L	<u> </u>	0	0	0	0	0	0	0	0	0	L	L	<u>L</u>	0	0	0
	Microwave repeater installed				0	0	0															
	(digital)	0	0	0				0	0	60	0	0	0	0	0	0				0	0	60
	Microwave repeater configured				3	3	3															
	(analog)	12	12	12				0	0	0	0	0	0	0	0	0	Ī	l		15	15	15
	Microwave repeater configured				0	0	0															
	(digital)	0	0	0				0	0	60	0	0	0	0	0	0				0	0	60

	Microwave repeater deactivated (analog)	0	0	0	0	0	0	0	0	10	0	0	0	0	0	0				0	0	10
	Microwave repeater deactivated (digital)	0		0	0	0	0	0	0		0	0	0	0	0	-				0		
	Microwave repeater deinstalled			0	0	0	0															-
	(analog) Microwave repeater deinstalled	0	0	0	0	0	0	0	0	10	0	0	0	0	0	0				0	0	10
	(digital) Work Orders Submitted	0	0	0	59	64	63	0 284	0 290	0 538	0 69	0 78	0 90	0	0	0			-	0 413	0 433	0 691
	Work Orders completed	0		0	59	68	62	284	289	538	69	78 76	90	0	0			-	+	413	433	689
	-	0	U	U	2	30	8	280	289	537	69	76	90	U	U	- 0			-	408	433	689
	Add wireless data network component	21	_	_		30	0		40	525	0	0	0	0		10				24	54	
	Remove wireless data network	21	6		0	0	0	- 1	18	525	U	U	U	0	0	10				24	54	550
	component	0	0	0	-			16	77	316	0	0	0	0	0	0				16	77	316
	Move wireless data network component	0	0	0	2	8	2	1	0	800	0	0	0	0	0	0				3	8	802
	Upgrade software wireless data network component	0	0		1	2	0		1	802		•	0	0	0	0				0	3	
	Upgrade hardware wireless data	0	U	U	0	0	0	2	- 1	802	0	0	U	U	U	0		-	+	3	- 3	802
	network component	0	0	_				0	18	801	0	0	0	0	0	15				0	18	816
l	Replace failed parts on wireless	U	U	0	0	0	0	U	18	801	U	U	U	U	U	15		1	1	U	18	816
	data network component			l	ľ											l					1 1	l
	·	3	1	1				5	10	8	0	0	0	0	0	0				8	11	9
	Modify configuration of wireless				1	2	5															l
	data network component	0	0	0				2	3	803	0	0	0	0	0	0				3	5	808
	Troubleshoot wireless data				6	13	6															
	network component	3	1	1				15	21	818	23	23	0	0	0	8				47	58	833
	Contact technical support for				5	10	5															
	wireless data network																				, ,	l
	component	26	11	11				2	10	12	0	0	0	0	0	4				33	31	32
	Add wireless data network				0	12	32															
	component	12	12	12				1	3	82	0	0	0	0		4				13	27	130
	Provide modified documentation	2	2	2	1	2	4	1	1	17	0	0	0	0	0	2				4	5	25
	Provide unique service	25	13	2	0	0	0	0	0		0	0	0	0	0	0				25	13	
C.5.3.2	Voice Services (wired)																					
	A Project Completed																					
	Replacement Plan for Wired				100	105	90															
	Voice equipment Developed	33	33	33				2	2	3	0	16	9	0	0	0				135	156	135
	Develop Plans	33	33	33	5	5	4	4	6	8	0	0	0	0	0	0				42	44	45
	Develop Estimates	33	37	37	8	11	10	36	38	36	0	0	0	0	0	0				77	86	83
	Review submitted projects	33	37	37	16	20	15	9	9	9	0	0	0	0	0	0				58	66	61
	Perform Risk assessment	33	34	34	. 0	2	0	0	4	8	0	0	0	0	0	0				33	40	42
	Prepare documents for changes				51	78	56															ĺ
		33	34	34				14	14	14	0	0	0	0	0	0				98	126	104
	Test and evaluate plans	0		1	78	92	72	8	9	9	0	0	0	0	0	0		<u> </u>	ļ	86	102	82
	Perform backup	0	1	1	73	72	68	14	14	14	0	0	0	0	0	0				87	87	83
	A Device and Service Provided					110	455														لــــــــــــــــــــــــــــــــــــــ	<u> </u>
	Circuits troubleshot and troubles			l	144	148	155									l					1	l
	cleared	114	57			04	000	87	312		6	23	0	6	8	7		1		357	548	
	Voice Circuit Installed	60	15		64	81	968	59	458	57	12	4	0	1	2	1	<u> </u>	1	1	196	560	1029
	Voice Circuit Upgraded	6		_		68 76	46 944	78	420	894	4	0	0	0	0	3	.	-		114	492	958
	Voice Circuit Disconnected	121	51	37	35	76	944	12	404	14	2	0	0	0	0	3				170	531	998

	liophi o: :				-		7							1				1	1			
	ISDN Circuit requested to be		_		5	6	·	_	_							_						
	installed	0	3	1	1	2	0	6	0	10	0	8	0	0	0	2				11	17	20
	ISDN Circuit requested to be				1		U					_										1
	disconnected	7	0	0	3	9	2	2	7	6	2	0	0	0	0	0				12	9	6
	DSL Circuit requested to be				3	9	2	_	_			_				_						
	installed	1	1	1	0	2	1	6	2	28	2	3	0	0	0	0				12	15	31
	DSL Circuit Requested to be		_	_	U		1	_	_							_				_		
	Disconnected	0	0	0	5	8	8	0	6	3	0	1	0	0	0	0				0	9	4
	Cable Modem requested to be			_	5	٥	٥					_			_	_						
-	installed	0	0	0	4	4	3	22	25	36	1	3	0	1	0	2				29	36	46
	DSL Circuit Requested to be		_	_	4	4	3	_	_			_				_						
	Disconnected	0	_	- 0	400	158	1009	0		8	0	0	0	0	0					4	9	11
	Telephone service added	126		100		158	1009	100	502	104	77	71	68	24	12					436	863	1293
	Telephone Service Moved	90		70	199 67	117	73	180	581	181	76		95	36	24	18				581	897	468
	Telephone Service Changed	5		1		97	73	256		257	108	81	89	36	24	16				472	879	436
	Telephone Service Deleted	242	_	30	45 46	42	31	50	447	56	14	11	6	36	24	20				387	589	184
	Voicemail account moved	0		0	23	78	929	27	425	38	4	5	4	36	24	8				113	496	81
	Voicemail account added	0	-	0	62	88	929 56	60		159	64	44	45	36	24	15				183	610	1148
	Voicemail account Changed	222	207	182	34	72	935	84	551	93	35	38	41	36	24	12				439	908	384
	Voicemail account De-installed		_	_	34	12	935															
)/ :	0		0	40	59	24	38		126	25	40	38	36	24	12				133	575	1111
	Voicemail Menu Created	12		12	18	46	79	32			1	1	1	0	0					63	107	69
	Voicemail Menu Modified	0		0		22	79	20		20	2	3	3	0	0	_				60	67	102
	Voicemail System Backed Up	12	12	12	15	22	/3	48	48	48	4	4	4	0	0	0				79	86	137
	Switchboard Operator Calls																					
	Processed (District HQ)	5545	5039	5250	40080	38007	41100	15466	16070	16670	2400	2400	2400	1300	1300	1300				64791	62816	66720
	Audio Conference Bridge				0	0	0					_										
	Modified	0		0	400	405	447	205		216	0	0	0	0	0	0				205	210	
	PBX or Key System Installed	1	0	0	102 339	105 357	117 476	0	1	0	10	20	15	0	0	0				113	126	132
	Preventative maintenance on a				339	357	4/6															
	PBX or Key system performed		_	_											_							
	DDV K Ot bl	2	2	2	182	249	217	18	18	18	100	131	26	1	0	1				460	508	523
	PBX or Key System backup					249	217															
	performed	13	13	13	5	15	5	401	401	401	215	129	130	4	3	4				815	795	765
	Problem on a PBX or Key					15	5															
	System Resolved	62	82	51	53	54	54	395	1207	399	9	9	9	24	12	12				495	1325	476
	PBX or Key System Program					54	54															
	Change made	93	93	93	109	110	110	36	845	42	135	180	200	36	24	24				353	1196	413
	Call accounting system			_	109	110	110								_	_						
-	Managed Call Accounting Report	0	0	0	116	116	116	280	280	268	0	0	0	0	0	0				389	390	378
		0.5	0.5	0.5		110	110		70			40	40			_				040	004	007
	generated Backup of the call accounting	25	25	25	7	57	16	62	78	54	9	12	12	0	0	0				212	231	207
	,	0.5	0.5	0.5		31	10				40	_	7	0		_				70	405	0.4
	system Outside cable plant installed	25 11	25 7	25 6	45	42	40	36 7			10 10		16	0	0	0				78 73	125 75	84 69
-	Outside cable plant Maintained	11	/	6	27	67	30		9		10	17	16	U	0	U				/3	/5	69
	Outside cable plant Maintained	_	_	_	21	67	30				6				_	_						
	Outside cable alout Translate to	5	5	5	9	108	12	21	23	21	6	4	4	0	0	0				59	99	60
	Outside cable plant Troubleshot					100	12				00	45	40							407	400	404
	Outside askle plant liberal ded	20		20	_	265	172	56			22		16 46	_	_	_				107	199	
	Outside cable plant Upgraded	0	_			265 98	94	6		_	8			0			 	1	1	141	304	227
	Inside cable plant installed	71	21	20		127	118	96		103	16		16	0	0	_				282	1066	233
	Inside cable plant Maintained	12		12		180	211	34	37	34	20	18	21	36	24	12				214	218	197
	Inside cable plant Troubleshot	14		14	301	276	247	141	925	134	4 31	14	22	42	30	18		-	-	292	1163	399
	Inside cable plant Upgraded	0	0	0	301	210	241	32	843	43	31	28	31	0	0	- 0		1		364	1147	321

	Documentation of Alterations to																1					
	Communications Infrastructure																				ı	l
		56	55	55				592	566	511				2	2	2				650	623	568
C.5.3.3	Data Services Wired									-												
	Planning and Management of																					
	Proiects																				, ,	ı
	Develop network tactical,				11	12	17															
	strategic, and project plans,																				, ,	ı
	including documentation.							6	6	6	16	19	21	18	15	18				51	52	62
	Develop network design plans				15	17	22															1
	including cost estimates.							17	17	15	43	43	44	8	10	8				83	87	89
	Review submitted projects,				32	23	57															
	specifications and designs.							23	26	22	39	47	50	35	40	40				129	136	169
	Perform risk assessments for				6	6	10															
	planned changes							26	26	26	13	13	13	5	7	6				50	52	55
					29	40	54															
	Prepare, plan and document																				, ,	l
	planned configuration changes							152	152	152	27	26	26	5	8	10				213	226	242
	Test and evaluate planned				50	53	60					T									, T	1
	configuration changes.							159	159	159	27	26	26	5	9	8				241	247	253
	Perform back-up of planned				103	99	110														, ,	l
	configuration change							141	141	141	303	303	303	6	8	7				553	551	561
	Support Operate and Maintain																					
	Troubleshoot and clear wired				194	213	170														ı	l
	data circuit service problems							68	83	63	312	316	317	35	30					609	642	580
	Install wired data circuits				84	48	41	72	58	51	95	86	89	0	0					251	192	181
	Upgrade wired data circuits				113	33	26	15	20	20	7	5	5	0	0	0				135	58	51
	Request Wired data circuits				19	35	47														, ,	l
	disconnect							46	17	19	9	10	9	0	0	0				74	62	75
	Move Wired data circuits				53	55	73	42	14	14	40	49	31	0	0	0				135	118	118
	Update and maintain Network				42	64	49														, ,	l
	documentation							124	125	125	517	516	516	4	4	4				687	709	694
	Add routers to your network				15	14	11														ı	l
	(*Note data for layer 2 and layer																				, ,	l
	3 switches is input into the																				ı	l
	separate switch area that																				, ,	ı
	follows)							6	5	3	10	10	10	1	0	0.1				32	29	24
	Remove routers from your				9	5	6														, ,	l
	network							2	1	2	8	7	7	0	1	0.1				19	14	15
	Move routers on your network				0	12	3	3	4	3	0	0	0	0	1	0				3	17	6
	Upgrade the software on your				107	139	102														ı	l
	routers						40	28	28	28	120	120	120	3	2	2				258	289	252
	Upgrade the hardware on your				4	9	19									l	I				ا ا	١.
	routers					_		13	13	11	3	3	3	3	0	0		1		23	25	33
	Replace failed hardware				1	5	3															١.
	components on your routers				75	121	104	8	6	13	3	3	3	0	0	0	-	-		12	14	19
	Modify the configuration of the				75	121	104															
	routers on your network				58	74	52	82	82	94	248	248	248	40	40	40		-		445	491	486
	Troubleshoot router problems				25	74 21	24	134	145	144	42	42	42	135	105	85	-	1		369	366	323
	Contact technical support for				25	21	24															
	router problems				242	282	234	42	55	54	7	7	7	12	10	8	1	1		86	93	93
	Perform preventive				242	282	234			ا ا												
	maintenance on routers				28	50	32	48	39	42	51	51	51	26	26	26		1		367	398	353
	Add switches to your network				28	50	32			ا_ا	4.0	0.5			_	_						
.	(layer 2 and 3 switches)							29	28	32	40	39	41	4	6	7	<u> </u>	1	1	101	123	112

	Demonstrate a fermion	-	40	40		1		-	-	1		1						
	Remove switches from your	′	10	10													, ,	
	network		47		9	16	31	21	21	21	1	0	1			38	47	63
		8	17	8													, ,	'n
	Move switches on your network				10	11	19	5	5	5	2	2	2			25	35	34
	Upgrade the software on your	37	13	49													, ,	1
	switches				39	41	30	242	242	242	3	2	2			321	298	323
	Upgrade the hardware on your	0	0	0													, ,	
	switches				10	136	17	5	5	5	2	2	2			17	143	24
	Replace failed hardware	7	4	7													, ,	
	components on your switches				1	4	4	3	3	3	1	0	0			12	11	14
	Modify the configuration of the	56	50	55													, ,	
	switches on your network				21	25	29	311	311	311	260	230	200			648	616	595
	Troubleshoot switch problems	70	77	79	28	30	30	34	34	34	30	130	30			162	271	173
	Contact technical support for	42	53	44														
	switch problems				7	8	10	5	5	5	6	30	10			60	96	69
	Perform preventive	119	122	117														
	maintenance on switches				26	23	26	51	51	51	12	12	12			208	208	206
	Add hubs to your network	12	21	17	20	20	15	10	8	7	5	4	2			47	53	41
		12	14	9														
	Remove hubs from your network				3	9	5	21	21	21	1	1	0		l	37	45	35
	Move hubs on your network	11	9	9	3	5	2	4	3	3	2	2	2			20	19	16
	Upgrade the software on your	0	0	0	1	J		Ì		J			_				5	
	hubs				0	0	0	0	0	0	0	0	0			0	0	0
	Upgrade the hardware on your	0	0	0	Ů		Ŭ	J	J	U								
	hubs				0	0	0	0	0	0	0	0	0			0	0	0
-	Replace failed hardware	3	2	0	Ŭ	Ü	Ŭ		Ŭ	Ŭ	U	Ū	·					-
	components on your hubs		_	Ü	0	0	0	0	0	0	0	0	0			3	2	0
	Modify the configuration on the	5	5	9	U	U	U	U	U	U	U	U	U			3		U
	hubs on your network	Ŭ	Ŭ	3	0	0	0	0	0	0	_	_	0			_	5	_
		 15	16	20	9	0 11	9	5	5		0 25	0	Ū			5 54	Ŭ	9
-	Troubleshoot hub problems Contact technical support for	 7	4	8	9	11	9	5	5	5	25	25	12			54	57	46
		′	4	0	_	_											ı _l	
	hub problems	22	22	35	5	2	2	0	0	0	2	1	0			14	7	10
	Perform preventive	22	22	35	_			_										
	maintenance on hubs	.			3	3	3	0	0	0	6	6	6			31	31	44
	Add DSU/CSU's to your network	4	6	4													, ,	'n
	(This section also includes																, ,	1
	modular DSU/CSU's that are																, ,	'n
	part of a router/switch)				5	6	7	17	17	17	6	4	4			32	33	32
	Remove DSU/CSU from your	3	2	0													, ,	1
	network				2	4	7	11	11	11	6	2	2			22	19	20
	Move DSU/CSU on your	2	3	4													, ,	'n
	network				2	4	4	3	3	3	0	2	0			7	12	11
	Upgrade the software on your	0	1	0													, ,	'n
	DSU/CSU							0	0	0	0	0	0			0	1	0
	Upgrade your DSU/CSU	0	1	2				0	0	0	0	0	0			0	1	2
	Replace failed DSU/CSU	5	1	0	1		2	0	0	0	0	1	0			6	2	2
	Modify the configuration on	2	3	1														
	DSU/CSU				0			0	0	0	1	1	1		l	3	4	2
	Troubleshoot DSU/CSU	19	13	10	1											Ĭ	T	
	problems				5	10	9	0	0	0	4	1	1			28	24	20
	Contact technical support for	4	3	3	1	.0	J	Ť		Ť	-							
	DSU/CSU problems				Δ	4	Δ	0	0	0	2	1	0			10	8	7
	200,000 problems	0	0	0	7		- 7	Ŭ	3	· ·			- 0			- 10		
	Add CODEC's to your network	1		_		2	1	0	0	0	0	0	0		l	0	2	1
1	Remove CODEC's from your	0	0	0			4	U	J	U	U	U	U		1	U		
	network	ľ	Ŭ		0			0	0	0	0	0	0			0	0	0
	HICKWORK	 ь	<u> </u>		U			U	U	U	U	U	U	!	l	 U	U	U

	Maya CODECIC an year	0		0					-						1	1			
	Move CODEC'S on your	0	0	0						0		_							
	network	0	0	0	-			0	0	0	0	0	0				0	0	0
	Upgrade the software on your	U	U	U			_			0									_
	CODEC'S	0	0	0		1	2	0	0	U	0	0	0				0	1	2
	Upgrade the hardware on your	U	U	U															_
	CODEC'S		_	_				0	0	0	0	0	0				0	0	0
		0	0	0															
	Replace failed hardware																		
	components on your CODEC'S							0	0	0	0	0	0				0	0	0
		0	0	0															
	Modify the configuration of the																		
	CODEC'S on your network					3	5	0	0	0	0	0	0				0	3	5
	Troubleshoot CODEC'S	0	0	0															
	problems							0	0	0	0	0	0				0	0	0
	Contact technical support for	0	0	0															
	CODEC'S problems							0	0	0	0	0	0				0	0	0
	Perform preventive	0	0	0															
	maintenance on CODEC'S							0	0	0	0	0	0				0	0	0
	Add sensors to your network	0	0	0	26	26	26	0	0	0	6	6	40				32	32	66
	Remove sensors from your	0	0	0	20	20	20	J	Ĭ	J	J					<u> </u>	52	52	- 55
I	network		1	1	24	24	24	0	0	0	0	0	0			1	24	24	24
	Move sensors on your network	0	0	0	28	28	28	0	0	0	0	0	-				28	28	28
	Upgrade the software on your	0	0	0	20	20	20	U	U	- 0	U	- 0	- 0				20	20	
	sensors	Ŭ			0		9	0	0	0	0		0				8		0
	Upgrade the hardware on your	 0	0	0	8	8	9	U	U	U	U	0	U				8	8	9
		· ·	U	0			-											_	
	sensors	0	0	0	2	2	3	0	0	0	0	0	0				2	2	3
	Replace failed hardware	U	U	U															
	components on your sensors				12	12	12	0	0	0	0	0	0				12	12	12
	Modify the configuration of the	0	0	0															
	sensors on your network				12	12	12	0	0	0	2	2	2				14	14	14
		6	6	6															
	Troubleshoot sensor problems				12	12	12	0	0	0	8	25	35				26	43	53
	Contact technical support for	6	6	6															
	sensor problems							0	0	0	1	1	15				7	7	21
	Perform preventive	0	0	0															
	maintenance on sensors				6	6	6	0	0	0	1	1	1				7	7	7
	Add monitors/displays to your	17	26	17															
	network				5	9	13	23	20	18	0	2	1				45	57	49
	Remove monitors/displays from	12	12	12		Ť													
I	your network			1	1	1	1	23	20	18	0	0	1			1	36	33	32
	Move monitors/displays on your	20	20	20	1		'	20	20	10	J					<u> </u>	55	55	- 02
I	network	1 -	-0	-~	1	1	6	7	6	6	0	0	0			1	28	27	32
H	Upgrade the software on your	1	1	1	- 1		O		U	U	U	U		_	 	-	20	21	- 32
I	monitors/displays	Ι'	'	'			4	0	0	0	0	2				1	اء	-	_
-	Upgrade the hardware on your	 0	0	0	0	4	4	0	U	U	0	2	1		-	<u> </u>	1	7	- 6
		U U	"			_		_		_	_							_	
	monitors/displays	0	0	0	5	6	6	0	0	0	0	1	1		-	1	5	7	7
	Replace failed hardware	0	U	١															
	components on your																		
	monitors/displays				9	9	10	0	0	0	0	0	0				9	9	10
	Modify the configuration of the	23	23	13															
	monitors/displays on your																		
	network				9	15	15	0	0	0	6	12	12			<u> </u>	38	50	40
	Troubleshoot monitors/displays	20	22	29					T										
	problems				11	17	17	6	3	7	3	6	10			<u>L</u>	40	48	63
	Contact technical support for	1	1	1															
I	monitors/displays problems		1		1	1	1	2	1	3	0	2	4				4	5	9
ļ	monitora/diapidya problema		!	l			'!			3	U		4	ь		1	- 4	3	

Perform preventive	_	Destance			40	1				1	1					1			
Modify the configuration of the video input device of your network 1 1 1 0 0 0 4 12 2 2 10 18 35		Perform preventive		5 5	10													ı	
Add video input device to your 2																			
New York				2 4	20	1	1	1	0	0	0	4	12	24			10	18	35
Remove video input device from your network		·		2 4	30	_	12	10	_	0	0	0	0	20			7	17	70
Your network				0 0	0	5	13	19	U	U	U	U	U	30				17	79
Move video input device on your network 1		·		ı ı					_	0	0	0	0	_			0		0
network				1 1	21	1		-	U	U	U	U	U	0			U	- 0	- 0
Upgrade the software on your video input device 1				' '	21	_	•	_	_	0	0	_		_			_		00
video input device 1 2 1 0 4 0 0 0 0 0 1 0 2 2 0 0 0 0 0 0 4 1 0 2 3 0 4 0 0 0 0 0 4 1 2 2 2 3 0 4 0	-			0 0	21			5	U	U	U	U	U	U			3	3	26
Upgrade the hardware on your yideo input device problems wideo input device problems and alone faxes, not fax functions supported by PC modem cards) Renove kesse from your network faxes on your network (such as stand alone faxes, not fax functions supported by PC modem cards) Renove faxes on your network faxes and your network functions supported by PC modem cards) Renoved saxes from your network faxes and you				ı ı		1	0	4	_	0	0	0	0	_					25
video input device 1 5 21 21 21 21 21 22 22 22 22 22 23 22 22 23 22 22 23 22 22 23 23 23 24 20 0	-	Ungrade the hardware on your		1 1	22	- '	U	4	- 0	U	U	U	U	U			- '		25
Replace failed hardware components on your video input device on your network. Modify the configuration of the video input device on your network. Troubles/floor video input device on your network. Troubles/floor video input device problems Contact technical support for video input device problems Perform preventive maintenance on video input device problems Add data services wired faxes to your network (such as stand alone faxes, not fax functions supported by PC modem cards). Remove faxes on your network Replace failed hardware components on your faxes Perform preventive maintenance on interventive maintenance on entergency wired data network components 1				. .		2	0	4	_	0	0	0	0	_			4		26
Components on your video input device Components on your video input device Components on your video input device on your network Contact technical support for video input device problems Contact technical support for video input device Contact technical support for tax Contact technical support f				1 5	21	3	0		- 0	0	- 0	- 0	0	0			4		
Deficie				.														ı	
Modify the configuration of the video input device on your network 2 2 2 3 12 0 0 0 0 30 4 11 65						6	6	10	_	0	٥	0	0	_			7	11	31
video input device on your				2 2	23	- 0	- 0	10	- 0	0	- 0	- 0	- 0	0			- '	- '' 	- 51
Network				_ _														, ,	
Troubleshoot video input device problems Contact technical support for video input device problems Contact technical support for video input device problems Perform preventive maintenance on video input device of the video input device problems Add data servork swired faxes to your network (such as stand alone faxes, not fax functions supported by PC modern cards) Remove faxes from your network (such as stand alone faxes not fax functions supported by PC modern cards) Move faxes on your network Move faxes on your network Digrade the software on your faxes Replace failed hardware components on your faxes Troubleshoot fax for your for fax problems 14 17 20 7 6 6 0 0 0 0 0 0 0 0 9 9 1 1 1 1 0 0 0 0 0 0		,				2	۵	12	_	0	٥	0	0	30			1	11	65
Problems				6 8	29		3	12	- 0	U	- 0	- 0	- 0	30			7		- 00
Contact technical support for video input device problems		•				٥	17	10	_	0	٥	0	0	20			15	25	68
Video input device problems 3				2 2	6	3	- 17	13	- 0	U	- 0	- 0	- 0	20			15	23	- 00
Perform preventive maintenance on video input device				_ _		4	1	3	n	0	0	0	0	15			6	3	24
Maintenance on video input device				3 4	83			3		U	- 0	- 0	- 0	10			Ŭ		24
Add data services wired faxes to your network (such as stand alone faxes, not fax functions supported by PC modern cards) 2																		ı	
Add data services wired faxes to your network (such as stand alone faxes, not fax functions supported by PC modem cards) Remove faxes from your network Move faxes on your network Replace failed hardware components of faxes on your faxes Contact technical support for fax problems Perform preventive maintenance on emergency wired data network components Add other types of wired Remove faxes from your faxes 10 9 9 1 1 1 1 3 2 2 31 20 21 11 1 1 3 2 2 2 15 13 16 12 2 4 4 9 0 0 0 0 3 2 2 2 17 7 17 19 13 16 14 9 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0						26	28	31	n	0	0	0	0	35			29	32	149
Add data services wired faxes to your network (such as stand alone faxes, not fax functions supported by PC modem cards) Remove faxes from your network Remove faxes on your network Move faxes on your network Upgrade the software on your faxes Replace failed hardware components on your faxes Modify the configuration of the faxes on your network Troubleshoot fax problems Perform preventive maintenance on emergency wired data network components Add data services wired faxes to your network (such as stand alone faxes) 10 9 9 1 1 1 1 3 2 2 3 31 20 21 11 1 1 3 2 2 2 15 15 13 16 8 8 8 9 9 0 0 0 0 0 3 2 2 2 17 17 17 19 10 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		device	1	7 8	9	20	20	31		U	- 0	- 0	- 0	55			23	32	143
your network (such as stand alone faxes, not fax functions supported by PC modem cards) Remove faxes from your network Move faxes on your network Digrade the software on your faxes Replace failed hardware components on your faxes Modify the configuration of the faxes on your network Troubleshoot fax problems Digrade the software on your faxes Replace failed hardware Contact technical support for fax problems Perform preventive maintenance on emergency wired data network components Add other types of wired data network components Remove faxes, not fax functions 10 9 9 1 1 1 1 3 2 2 2 31 20 21 11 1 1 3 2 2 2 15 13 16 12 0 0 0 0 0 3 2 2 2 17 7 17 19 13 16 14 17 19 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		Add data services wired faxes to																, ,	
Supported by PC modem cards 10 9 9 1 1 1 1 3 2 2 3 31 20 21																		, ,	
Supported by PC modem cards 2																		ı	
Remove faxes from your network						10	a	q	1	1	1	3	2	2			31	20	21
Network Section Sect				2 1	4	10		J		- 1							01		
Move faxes on your network		,				9	9	9	1	1	1	3	2	2			15	13	16
Upgrade the software on your faxes				6 6	8		9	9	0	0	0	3	2	2					
Faxes				2 2	4			-											
Replace failed hardware components on your faxes								0	0	0	0	0	0	0			2	2	4
Components on your faxes				6 4	9														
Modify the configuration of the faxes on your network						1	1	1	0	0	0	3	2	2			10	7	12
faxes on your network				4 6	6														
Troubleshoot fax problems		, ,				5	5	5	0	0	0	0	0	0			9	11	11
Contact technical support for fax problems			1	4 17	20			6	0	0	0	16	16	16			37		
Perform preventive maintenance on faxes				7 8	12														
Maintenance on faxes 77 77 77 77 77 77 77		problems				2	1	1	0	0	0	0	0	0			9	9	13
Perform preventive maintenance on emergency wired data network components 2 2 2 2 3 0 0 0 0 0 0 0 0 0 39 39 39 Add other types of wired data network components Remove other types of wired data network components 6 14 8 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		Perform preventive		5 8	18														
Perform preventive maintenance on emergency wired data network components 20 31 37 37 37 37 0 0 0 0 0 0 0 39 39		maintenance on faxes				77	77	77	0	0	0	4	4	4			86	89	99
maintenance on emergency wired data network components 37 37 37 37 0 39 3				2 2	2	i i													
maintenance on emergency wired data network components 37 37 37 37 0 0 0 0 0 0 0 39 39 39 Add other types of wired data network components 20 31 37 37 37 37 37 37 37 37 37 37 37 37 39 68 65 99 68 68 39 68 39 68 39 68 39 68		Perform preventive																, ,	
wired data network components 37 37 37 37 0 0 0 0 0 0 39 39 39 39 Add other types of wired data network components 20 31 37 37 37 37 37 37 37 37 37 37 37 39 <																		, ,	
Add other types of wired data network components 20 31 37 22 47 10 21 21 21 2 0 0 0 65 99 68 22 47 10 21 21 2 0 0 0 65 99 68 22 30 25						37	37	37	0	0	0	0	0	0			39	39	39
network components 22 47 10 21 21 21 2 0 0 65 99 68 Remove other types of wired data network components 6 14 8 8 9 4 10 11 12 5 5 5 5 1 0 0 22 30 25			2	0 31	37														
Remove other types of wired 6						22	47	10	21	21	21	2	0	0			65	99	68
				6 14	8					j									
		data network components				10	11	12	5	5	5	1	0	0			22	30	25
			2	9 37	48														
network components 7 7 7 4 2 2 40 46 57		network components		L					7	7	7	4	2	2	L_		40	46	57

	Upgrade software on other		60	60	60														
	types of wired data network																		
	components					2	2	5	3	3	3	3	0	0			68	65	68
	Upgrade hardware on other		20	20	22														
	types of wired data network																		
	components							6	0	0	0	0	0	0			20	20	28
	Replace failed parts on other		32	33	30														
	types of wired data network																		
	components					11	10	9	0	0	0	0	0	0			43	43	39
	Modify configuration of other		30	30	30													_	
	types of wired data network																		
	components					1	1	1	7	7	7	2	0	0			40	38	38
	oomponeme		73	104	131			·										- 00	- 00
	Troubleshoot other types of																		
	wired data network components					22	22	22	189	189	189	2	0	0			286	315	342
	Contact technical support for	+	44	53	57	22		22	103	103	103		U	0			200	313	342
	other types of wired data			- 00	0,														
	network components					,			2	2	_	0	0				48	57	61
-	network components	 -	42	45	60	1	1	- 1	3	3	3	U	U	U			48	5/	10
	Porform proventive		42	40	00														
	Perform preventive																		
	maintenance on other types of																		
-	wired data network components	 _	- 40			4	4	4	0	0	0	0	0	0			46	49	64
	B		43	45	50														
	Provide modified documentation																		
	after new installs/upgrades for																		
	other types of wired data																		
	network components					14	14	14	17	17	17	1	0	0			75	76	81
			28	41	47														
	Any other instances of unique																		
	Services/Functions related to																		
	wired data services * Services																		
	not covered in the other forms.					4	4	4	0	0	0	0	0	0			32	45	51
	Provide user training for wired		128	128	166														
	data services					2	2	2	26	26	26	0	0	0			156	156	194
			40	52	62														
	Number of help desk requests in																		
	support of wired data services					60	60	60	903	811	869	520	520	520			1523	1443	1511
	Install inside cable in support of	1	56	50	61	- 55	00	00	303	311	508	520	320	320			1023	1-1-13	1011
	wired data services		1	50	•	82	59	56	148	137	137	18	24	24			304	270	278
-	Maintain inside cable in support	 -	38	39	46	02	39	50	140	13/	137	10	24	24		-	304	210	210
	of wired data services		30	33	40	18	22	20	75	66	67	18	18	18			149	145	151
-	Troubleshoot inside cable in	 +	101	85	93	18	22	20	/5	סט	70	18	18	18			149	145	151
			101	00	33	00	00	24	51	E4	51						222	047	207
-	support of wired data services	 -	43	24	40	29	29	31	51	51	51	52	52	52			233	217	227
	Upgrade inside cable in support		43	24	40					_	_		_						
-	of wired data services	 -	_	87	214	15	19	18	9	9	9	0	0	1			67	52	68
	Install outside cable in support		5	8/	214														
	of wired data services	_	70	0.4	0.0	14	14	14	0	0	0	0	0	0			19	101	228
	Maintain outside cable in		70	84	96														
	support of wired data services					10	10	10	0	0	0	0	0	0			80	94	106
	Troubleshoot outside cable in		88	101	116														
	support of wired data services					13	13	13	0	0	0	36	24	24			137	138	153
	Upgrade outside cable in		3	4	17	1]]	
	support of wired data services					9	9	9	0	0	0	0	0	0			12	13	26
C.5.3.4.	VTC/Video Services																		
	Project Planning and																		
	Management																		
			_	•	-										-	•			

An approval or a Needs Assessment for new systems, major upgrades, or modifications submitted 28 38 28 4 4 6 4 9 0 0 0 0 0 32 38 32 Instail, Operate and Maintain Video Teleconferencing Services Process FTS requests for VTC Process FTS requests for VTC Services Process FTS requests for VTC Process FTS requests for VTC Install Video Teleconferencing Install Video Teleconferencing Company of the		A Project Completed	31	28	32	0	1	0	3	5	4				0	0	0	1			34	34	36
Assessment for new systems, major upgrades, or modifications submitted. Install, Operate and Maintain Video Teleconferencing Process FTS Deconnect Orders 150 Loss 1			<u> </u>		- 02	0	0	0	Ĭ						Ŭ	Ŭ	Ť				Ů.	0.	
major upgrades, or modifications submitted 28 30 28																							l
Install, Operate and Maintain Video Teleconferencing Services Service		major upgrades, or																					ı
Install, Operate and Maintain Video Teleconferencing Services Service			28	30	28				4	6	4				0	0	0				32	36	32
Video Teleconferencing Services Servic																							<u> </u>
Services																							l
Process FTS requests for VTC Services 150																					0	0	0
Service 150			1			27	36	45													Ŭ		
Process FTS Disconnect Orders for VTC services. Install Video Teleconferencing Equipment Resolve problems with Video Teleconferencing Equipment 12 12 12 12 12 12 12 12 12 12 12 12 12 1			150	150	150				2	2	4	140	101	215	0	0	٥				220	272	414
No.				130	130	0	0	0	3		- 4	140	104	213	U	0	- 0				320	312	414
Install Video Teleconferencing 0				_	_			Ů			0	0	0	_	0	0	_				_	0	ا ا
Resolve problems with Video 1	-		U	U	U	0	0	0	1	U	U			5	U	U	- 0				3		
Resolve problems with Video Teleconferencing Equipment 12 12 12 10 0 0 0 0 0 0 0 0 0 0 0 0 0 0			_	١.		0	U	U		_						_	_						٠. ا
Teleconferencing Equipment 12 12 12 13 14 15 16 16 16 16 16 16 16			0	1	0	_	0	0	3	2	15	0	13	4	0	2	0		-		3	18	19
Perform PM on Video Teleconferencing Equipment 1							0	0															ı
Teleconferencing Equipment			12	12	12				3	3	13	64	65	71	18	10	8				97	90	104
De-install Video Teleconferencing Equipment O O O O O O O O O						0	0	0															ı
Teleconferencing Equipment			1	1	1				4	4	20	34	29	38	12	8	8				51	42	67
Resolve desktop video teleconferencing equipment or services		De-install Video				0	0	0															ı 7
Resolve desktop video teleconferencing equipment or services	L	Teleconferencing Equipment	0	0	0		L	<u> </u>	0	0	0	0	1	1	0	2	0	L	L		0	3	1
Droblems		Resolve desktop video				0	2	0															
Droblems		·						l															
Move video teleconferencing equipment or services			6	3	3				4	4	8	5	11	12	18	10	8				33	30	31
equipment or services			Ŭ	Ů	Ŭ	0	0	0			Ŭ	Ŭ					Ů				- 00	- 00	
Add video teleconferencing equipment or services Change video teleconferencing equipment or services, including configuration modification. Delete video teleconferencing equipment or services O O O O O O O O O O O O O O O O O O O		_	0	٥	٥				2	2	6	2	5	٥	10	6	2				1.4	13	17
Equipment or services			U	-	-	0	0	0			- 0		- 3	- 3	10	- 0					14	10	
Change video teleconferencing equipment or services, including configuration modification. Delete video teleconferencing equipment or services Provide user training for video teleconferencing equipment or services O O O O O O O O O O O O O O O O O O O			_		_			Ů	0		44	4	2	_			_						40
equipment or services, including configuration modification. Delete video teleconferencing equipment or services 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	-		U		U	0	0	0	U	U	11	- '		5	- 1		U					4	16
Configuration modification.						0	U	U															ı
Delete video teleconferencing equipment or services																							ı
Delete video teleconferencing equipment or services		configuration modification.																					ı
equipment or services			0	0	0	_		_	2	4	10	0	4	8	6	2	0				8	10	18
Provide user training for video teleconferencing equipment or services		· ·				0	0	0															ı
teleconferencing equipment or services			0	0	0							0	0	3	0	2	0				0	2	3
Services						29	36	45															ı
Move CCTV equipment or services																							ı
Services 2			0	0	0						8	55	59	73	18	18	24				102	113	150
Add CCTV equipment or services		Move CCTV equipment or				0	0	0															ı
Services		services	2	0	1				0	2	6	0	0	0	0	0	0				2	2	7
Services		Add CCTV equipment or				0	0	0															
Change CCTV equipment or services 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0			2	1	1	l		1	0	14	16	0	0	0	0	0	0		1		2	15	17
Services						0	0	0															
Delete CCTV equipment or services			0	0	0					2	4	0	0	0	0	0	0				0	2	4
Services				-		0	0	0													_		
Move surveillance systems			0	٥	٥					1	3	0	0	0	0	0	0				0	1	2
Add surveillance systems			Ŭ	0	0	0	0	0			3				0	0	- 0				0	-	
Add surveillance systems equipment or services			_	_			Ů	ľ	_		40	0	0	0	0	0	_				0		40
equipment or services 31 0 0 0 14 17 0 0 0 1 0 40 32 14 57	-		U	U	U	0	0	0		4	12	U	U	U	U	U	U					4	12
Change surveillance systems equipment or services			۵.	_	_		0	"			4-	_	_	_		_							
Sequipment or services			31	0	0	_	0		0	14	17	0	0	0	1	0	40	-	1	1	32	14	57
Delete surveillance systems						U	U	0															١ .
equipment or services			0	0	0	_	<u> </u>	_	5	16	20	0	0	0	1	0	0	!	<u> </u>	.	6	16	20
Move streaming video 0						0	0	0															l
equipment 0 0 0 3 11 15 0 0 0 0 3 11 15 Add streaming video equipment 0 0 0 1			0	0	0					4	3	0	0	0	0	0	1				0	4	4
Add streaming video equipment 0 0 1		Move streaming video				0	0	0															l
				0	0		L_		3	11	15	0	0	0	0	0	0			L	3	11	15
		Add streaming video equipment				0	0	1															
			0	0	0			l	1	4	1	0	1	0	0	0	0				1	5	2

	Change streaming video				0	0	0														
	equipment	0	0	0		_					0	5	5	0	0	0			0	5	5
	Delete streaming video				0	0	0														
	equipment	0		0		_					0	0	0	0	0	0			0	0	0
	Requests for video capture	0		0	0	0	6	9	24	30	0	0	140	0	0	1	ļ		9	24	177
	Requests for video archive	0	0	0	0	0	6	0	17	24	12	22	164	0	0	0	ļ		12	39	194
	Number of help desk requests in				0	0	2														
	support of Video services	0	0	0				177	262	265	37	32	0	21	33	45			235	327	312
	Instances of unique applications				0	0	0														
	related to video services																				
		2	3	4							0	0	0	0	0	0			2	3	4
	Install inside cable in support of				0	0	0														
	video services	1	1	1				0	14	18	4	5	4	4	2	0			9	22	23
	Maintain inside cable in support				0	0	4														
	of video services	0	0	0				17	27	38	0	0	0	4	2	2			21	29	44
	Troubleshoot inside cable in				0	0	6														
	support of video services	0	0	0				1	2	2	4	12	12	4	4	4			9	18	24
	Upgrade inside cable in support				0	0	0														
	of video services	0	0	0				0	2	2	4	0	0	0	0	0	<u> </u>	<u> </u>	4	2	2
	Install outside cable in support				0	0	1														
	of video services	0	0	0					2	12	0	0	0	0	0	0			0	2	13
	Maintain outside cable in				0	0	0														
	support of video services	0	0	0				9	17	26	0	0	0	0	0	0			9	17	26
	Troubleshoot outside cable in				0	0	0														
	support of video services	0	0	0					2	5	0	0	0	0	0	0			0	2	5
	Upgrade outside cable in				0	0	0														
	support of video services	0	0	0					1		0	0	0	0	0	0			0	1	0
C.5.3.5	Radio Services and Support																				
	Drainet Dianning and																				
	Project Planning and																				
	Management																				
	Management The number of Radio Service or	55	46	45	0	6	5	187	200	214	8	68	36	3	5	30			253	325	330
	Management The number of Radio Service or Support projects you plan,	55	46	45	0	6	5	187	200	214	8	68	36	3	5	30			253	325	330
	Management The number of Radio Service or Support projects you plan, Install, Operate and Maintain	55	46	45	0	6	5	187	200	214	8	68	36	3	5	30			253	325	330
	Management The number of Radio Service or Support projects you plan, Install, Operate and Maintain Radio Services and Support	55	46	45		_		187	200	214	8	68	36	3	5	30			253	325	330
	Management The number of Radio Service or Support projects you plan, Install, Operate and Maintain Radio Services and Support Install, test and submit for	55	46	45	52	6 24	5 45	187	200	214	8	68	36	3	5	30			253	325	330
	Management The number of Radio Service or Support projects you plan, Install, Operate and Maintain Radio Services and Support Install, test and submit for acceptance new or upgraded			45		_								3							
	Management The number of Radio Service or Support projects you plan, Install, Operate and Maintain Radio Services and Support Install, test and submit for acceptance new or upgraded systems	55		45	52	24	45	187	200	214	24	68	36	3	5	30			253	325	330
	Management The number of Radio Service or Support projects you plan, Install, Operate and Maintain Radio Services and Support Install, test and submit for acceptance new or upgraded systems Provide 'as built' documentation	0	1	1		_		92	116	85	24	10	10		0	30			168	151	171
	Management The number of Radio Service or Support projects you plan, Install, Operate and Maintain Radio Services and Support Install, test and submit for acceptance new or upgraded systems Provide 'as built' documentation of system			1 24	52	24	45														
	Management The number of Radio Service or Support projects you plan, Install, Operate and Maintain Radio Services and Support Install, test and submit for acceptance new or upgraded systems Provide 'as built' documentation of system Resolve radio equipment	0 24	1 24	1 24	52	24	45	92	116	85	24	10	10	0	0	30			168 136	151	171
	Management The number of Radio Service or Support projects you plan, Install, Operate and Maintain Radio Services and Support Install, test and submit for acceptance new or upgraded systems Provide 'as built' documentation of system Resolve radio equipment problems	0 24	1 24	1 24 129	52 21 159	24 38 153	45 28 163	92 91 316	116 97 391	85 30 280	24 0	10	10 0 72	0	0 0 32	30 30 50			168 136 756	151 159 775	171 112 694
	Management The number of Radio Service or Support projects you plan, Install, Operate and Maintain Radio Services and Support Install, test and submit for acceptance new or upgraded systems Provide 'as built' documentation of system Resolve radio equipment problems Move mobile equipment	0 24 152 61	1 24 133 14	1 24 129 31	52 21 159 63	24 38 153 63	45 28 163 63	92 91 316 51	116 97 391 62	85 30 280 52	24 0 109	10 0 66 7	10 0 72 10	0 20 0	0 0 32 0	30			168 136 756 188	151 159 775 146	171 112 694 156
	Management The number of Radio Service or Support projects you plan, Install, Operate and Maintain Radio Services and Support Install, test and submit for acceptance new or upgraded systems Provide 'as built' documentation of system Resolve radio equipment problems Move mobile equipment Add mobile equipment	0 24 152 61 70	1 24 133 14 76	1 24 129 31	52 21 159 63 46	24 38 153 63 50	45 28 163 63 52	92 91 316 51 33	116 97 391 62 22	85 30 280 52 67	24 0	10 0 66 7 6	10 0 72	0	0 0 32 0	30 30 50			168 136 756 188 163	151 159 775 146 154	171 112 694 156 222
	Management The number of Radio Service or Support projects you plan, Install, Operate and Maintain Radio Services and Support Install, test and submit for acceptance new or upgraded systems Provide 'as built' documentation of system Resolve radio equipment problems Move mobile equipment Add mobile equipment Change mobile equipment	0 24 152 61 70	1 24 133 14 76 12	1 24 129 31 93	52 21 159 63 46 24	24 38 153 63 50 19	28 163 63 52 15	92 91 316 51 33 50	116 97 391 62 22 15	85 30 280 52 67 15	24 0 109 13 14 3	10 0 66 7 6 6	10 0 72 10	0 20 0 0	0 0 32 0 0	30 30 50 0			168 136 756 188 163 94	151 159 775 146 154 53	171 112 694 156 222 36
	Management The number of Radio Service or Support projects you plan, Install, Operate and Maintain Radio Services and Support Install, test and submit for acceptance new or upgraded systems Provide 'as built' documentation of system Resolve radio equipment problems Move mobile equipment Add mobile equipment Change mobile equipment De-install mobile equipment	0 24 152 61 70 17 129	1 24 133 14 76 12 70	1 24 129 31 93 1	52 21 159 63 46 24 44	24 38 153 63 50 19 46	45 28 163 63 52 15 46	92 91 316 51 33 50 47	116 97 391 62 22 15	85 30 280 52 67 15	24 0 109 13 14 3	10 0 66 7 6 6 6 3	10 0 72 10	0 20 0 0 0	0 0 32 0 0 1	30 30 50			168 136 756 188 163 94 224	151 159 775 146 154 53 121	171 112 694 156 222 36 163
	Management The number of Radio Service or Support projects you plan, Install, Operate and Maintain Radio Services and Support Install, test and submit for acceptance new or upgraded systems Provide 'as built' documentation of system Resolve radio equipment problems Move mobile equipment Add mobile equipment Change mobile equipment De-install mobile equipment Move base station equipment	0 24 152 61 70 17 129 22	1 24 133 14 76 12 70	1 24 129 31 93	52 21 159 63 46 24 44 1	24 38 153 63 50 19 46 1	45 28 163 63 52 15 46 3	92 91 316 51 33 50 47	116 97 391 62 22 15 2	85 30 280 52 67 15 11	24 0 109 13 14 3 4	10 0 66 7 6 6	10 0 72 10	0 20 0 0 0 0	0 0 32 0 0 1	30 30 50 0 0			168 136 756 188 163 94 224 38	151 159 775 146 154 53 121 21	171 112 694 156 222 36 163 29
	Management The number of Radio Service or Support projects you plan, Install, Operate and Maintain Radio Services and Support Install, test and submit for acceptance new or upgraded systems Provide 'as built' documentation of system Resolve radio equipment problems Move mobile equipment Add mobile equipment De-install mobile equipment Move base station equipment Add base station equipment	0 24 152 61 70 17 129	1 24 133 14 76 12 70	1 24 129 31 93 1	52 21 159 63 46 24 44 1	24 38 153 63 50 19 46 1	45 28 163 63 52 15 46 3	92 91 316 51 33 50 47	116 97 391 62 22 15	85 30 280 52 67 15	24 0 109 13 14 3	10 0 66 7 6 6 6 3	10 0 72 10	0 20 0 0 0	0 0 32 0 0 1	30 30 50 0			168 136 756 188 163 94 224	151 159 775 146 154 53 121	171 112 694 156 222 36 163
	Management The number of Radio Service or Support projects you plan, Install, Operate and Maintain Radio Services and Support Install, test and submit for acceptance new or upgraded systems Provide 'as built' documentation of system Resolve radio equipment problems Move mobile equipment Add mobile equipment Change mobile equipment De-install mobile equipment Move base station equipment	0 24 152 61 70 17 129 22 2	1 24 133 14 76 12 70 17 0	1 24 129 31 93 1 104 21	52 21 159 63 46 24 44 1	24 38 153 63 50 19 46 1	45 28 163 63 52 15 46 3	92 91 316 51 33 50 47 3 16	116 97 391 62 22 15 2 0	85 30 280 52 67 15 11 2	24 0 109 13 14 3 4	10 0 66 7 6 6 6 3 2	10 0 72 10 10 5 2 2	0 20 0 0 0 0 0 3	0 32 0 0 1 0	30 30 50 0 0 0			168 136 756 188 163 94 224 38 22	151 159 775 146 154 53 121 21	171 112 694 156 222 36 163 29
	Management The number of Radio Service or Support projects you plan, Install, Operate and Maintain Radio Services and Support Install, test and submit for acceptance new or upgraded systems Provide 'as built' documentation of system Resolve radio equipment problems Move mobile equipment Change mobile equipment De-install mobile equipment Move base station equipment Change base station equipment	0 24 152 61 70 17 129 22	1 24 133 14 76 12 70 17 0	1 24 129 31 93 1 104 21	52 21 159 63 46 24 44 1 0	24 38 153 63 50 19 46 1 1 31	45 28 163 63 52 15 46 3 1	92 91 316 51 33 50 47	116 97 391 62 22 15 2	85 30 280 52 67 15 11	24 0 109 13 14 3 4	10 0 66 7 6 6 6 3	10 0 72 10	0 20 0 0 0 0	0 0 32 0 0 1	30 30 50 0 0			168 136 756 188 163 94 224 38	151 159 775 146 154 53 121 21	171 112 694 156 222 36 163 29
	Management The number of Radio Service or Support projects you plan, Install, Operate and Maintain Radio Services and Support Install, test and submit for acceptance new or upgraded systems Provide 'as built' documentation of system Resolve radio equipment problems Move mobile equipment Change mobile equipment De-install mobile equipment Add base station equipment Change base station equipment	0 24 152 61 70 17 129 22 2	1 24 133 14 76 12 70 17 0	1 24 129 31 93 1 104 21	52 21 159 63 46 24 44 1	24 38 153 63 50 19 46 1	45 28 163 63 52 15 46 3	92 91 316 51 33 50 47 3 16	116 97 391 62 22 15 2 0 13	85 30 280 52 67 15 11 2	24 0 109 13 14 9 4	10 0 66 7 6 6 6 3 2	10 0 72 10 10 5 2 2	0 20 0 0 0 0 0 3	0 0 32 0 0 0 1 1 0	30 30 50 0 0 0			168 136 756 188 163 94 224 38 22 56	151 159 775 146 154 53 121 21 15	171 112 694 156 222 36 163 29 19
	Management The number of Radio Service or Support projects you plan, Install, Operate and Maintain Radio Services and Support Install, test and submit for acceptance new or upgraded systems Provide 'as built' documentation of system Resolve radio equipment problems Move mobile equipment Add mobile equipment Change mobile equipment De-install mobile equipment Add base station equipment Change base station equipment De-install base station equipment	0 24 152 61 70 17 129 22 2 22	1 24 133 14 76 12 70 17 0	1 24 129 31 93 1 104 21	52 21 159 63 46 24 44 1 0	24 38 153 63 50 19 46 1 1 31	45 28 163 63 52 15 46 3 1	92 91 316 51 33 50 47 3 16	116 97 391 62 22 15 2 0	85 30 280 52 67 15 11 2 16	24 0 109 13 14 3 4	10 0 66 7 6 6 3 2 1	10 0 72 10 10 5 2 2	0 20 0 0 0 0 0 3	0 0 32 0 0 1 1 0 0	30 30 50 0 0 0 0			168 136 756 188 163 94 224 38 22	151 159 775 146 154 53 121 21 15 80	171 112 694 156 222 36 163 29 19 53
	Management The number of Radio Service or Support projects you plan, Install, Operate and Maintain Radio Services and Support Install, test and submit for acceptance new or upgraded systems Provide 'as built' documentation of system Resolve radio equipment problems Move mobile equipment Add mobile equipment Change mobile equipment De-install mobile equipment Add base station equipment Change base station equipment De-install base station equipment De-install base station equipment	0 24 152 61 70 17 129 22 2 2 2 16 0	1 24 133 14 76 12 70 17 0 20	1 24 129 31 93 1 104 21	52 21 159 63 46 24 44 1 0	24 38 153 63 50 19 46 1 1 31	45 28 163 52 15 46 3 1 2	92 91 316 51 33 50 47 3 16	116 97 391 62 22 15 2 0 13 17	85 30 52 67 15 11 2 16 18 8 12	24 0 109 13 14 3 4 9 4 20	10 0 66 7 6 6 6 3 2 1 1 12	10 0 72 10 10 5 2 2 2 2 12 6 0	0 20 0 0 0 0 3 0	0 0 32 0 0 1 1 0 0	30 50 0 0 0 0 0 0 0 0			168 136 756 188 163 94 224 38 22 56	151 159 775 146 154 53 121 21 15 80	171 112 694 156 226 163 29 19 53
	Management The number of Radio Service or Support projects you plan, Install, Operate and Maintain Radio Services and Support Install, test and submit for acceptance new or upgraded systems Provide 'as built' documentation of system Resolve radio equipment problems Move mobile equipment Add mobile equipment Change mobile equipment De-install mobile equipment Add base station equipment Change base station equipment De-install base station equipment De-install base station equipment Move repeaters. Add repeaters	0 24 152 61 70 17 129 22 2 2 2 16 0 0	1 24 133 14 76 12 70 17 0 20 18 0 0	129 31 93 1 104 21 0	52 21 159 63 46 24 44 1 0 0	24 38 153 63 50 19 46 1 1 31 0	45 28 163 52 15 46 3 1 2 0 0 0	92 91 316 51 33 50 47 3 16	116 97 391 62 22 15 2 0 13 17 7	85 30 52 67 15 11 2 16 18 8 8 12 21	24 0 109 13 14 3 3 4 9 4 20 15 1 1 5	10 0 66 7 6 6 3 2 1 12	10 0 72 10 10 5 5 2 2 2 2 2 12 6 0 6	0 0 0 0 0 0 3 0 0	0 0 322 0 0 1 1 1 0 0	30 50 0 0 0 0 0 0 0 0			168 136 756 188 163 94 224 38 22 56 40 1 1 93	151 159 775 146 154 53 121 21 15 80 26 0	171 112 694 156 222 36 163 29 19 53 15 12 31
	Management The number of Radio Service or Support projects you plan, Install, Operate and Maintain Radio Services and Support Install, test and submit for acceptance new or upgraded systems Provide 'as built' documentation of system Resolve radio equipment problems Move mobile equipment Add mobile equipment Change mobile equipment De-install mobile equipment Add base station equipment Change base station equipment De-install base station equipment De-install base station equipment	0 24 152 61 70 17 129 22 2 2 2 16 0	1 24 133 14 76 12 70 17 0 20 18 0 0 0	1 24 129 31 93 1 104 21	52 21 159 63 46 24 44 1 0	24 38 153 63 50 19 46 1 1 31	45 28 163 52 15 46 3 1 2	92 91 316 51 33 50 47 3 16	116 97 391 62 22 15 2 0 13 17	85 30 52 67 15 11 2 16 18 8 12	24 0 109 13 14 3 4 9 4 20	10 0 66 7 6 6 6 3 2 1 1 12	10 0 72 10 10 5 2 2 2 2 12 6 0	0 20 0 0 0 0 3 0	0 0 32 0 0 1 1 0 0	30 50 0 0 0 0 0 0 0 0			168 136 756 188 163 94 224 38 22 56	151 159 775 146 154 53 121 21 15 80	171 112 694 156 226 163 29 19 53

	Move radio control consoles	2	1	1	6	5	3	4	5	1	0	1	0	0	0	0				12	12	5
	Add radio control consoles.	1	1	1	6	2	2	4	3	5	3	1	2	0	0	0				14	7	10
	Change radio control consoles.				15	14	7															
		1	2	0				5	4	3	8	2	6	0	0	0				29	22	16
	De-install radio control consoles.				1	0	0															
		2	0	0					25	6	7	1	4	0	0	0				10	26	10
	Move data radios	1	0	0	0	0	0	19	19	319	0	0	0	0	0	0				20	19	319
	Add data radios.	1	0	0	0	1	1	82	33	540	0	0	0	0	0	0				83	34	541
	Change data radios.	1	0	0	25	25	25	6	110	539	32	19	24	0	0	0				64	154	588
	De-install data radios.	0	0	0	0	0	0		80	300	0	0	0	0	0	0				0	80	300
	Move AM radios.	1	1	0	0	0	0				0	0	0	0	0	0				1	1	0
	Add AM radios.	0	1	0	1	0	0				0	0	0	0	0	0				1	1	0
	Change AM radios.	0	0	0	11	10	1				0	0	0	0	0	0				11	10	1
	De-install AM radios.	21	0	2	0	0	0				0	0	0	0	0	0				21	0	2
	Move FM radios.	0	_	_	15	16	15				0	0	0	0	0	_				15	16	15
	Add FM radios.	0	_	0	2	12	11				0	0	0	0	0	0				2	12	11
	Change FM radios.	0	0	0	3	4	8				0	0	0	0	0	0				3	4	8
	De-install FM radios.	0	0	0	15	21	17				0	0	0	0	0	0				15	21	17
	Move Public Service Broadcast				0	0	1															
	or information radios.																					
		0	0	0							0	0	0	0	0	0				0	0	1
	Add Public Service Broadcast or				0	1	1															
	information radios.	0	0	0							0	0	0	0	0	0				0	1	1
	Change Public Service				20	21	20															
	Broadcast or information radios.																					
		3	0	0							0	0	0	0	0	0				23	21	20
	De-install Public Service				0	1	0															
	Broadcast or information radios.																					
		0	0	0							0	0	0	0	0	0				0	1	0
	Move radio or microwave tower.				0	0	1															
		2	1	0							0	0	0	0	0	0				2	1	1
	Add radio or microwave tower.				0	0	0															
		0	0	0		•			1	7	0	0	0	0	0	0				0	1	7
	Change radio or microwave				0	0	1															
	tower.	1	2	0	0	_	0	9	5	23	0	0	3	0	0	0			-	10	7	27
	De-install radio or microwave		_		0	0	0									_				_	_	
	tower.	0	0	4	0	•	0				0	0	0	0	0	0				0	0	4
	Move radio control over IP		_		U	0	U				_					_				_	_	
	device.	0	0	0	0	0	5			52	0	0	0	0	0	0				0	0	52
	Add radio control over IP				U	U	5								_	_					_	
	device. Change radio control over IP	0	1	12	0	0	0	0	1	537	2	0	0	0	0	0	-		1	2	2	554
		_	_	_	U	U	0			505						_				0	0	505
	device. De-install radio control over IP	0	0	- 0	0	0	0			525	0	0	0	0	0	0				0	0	525
		_	_	_	Ü	U	0				0	0	0	_	_	_				0	0	0
	device. Move terminating equipment	0	0	- 0	4	2	0				0	0	0	0	0	0				0	0	- 0
	(MUX)	3			_		0	2	_	40	1	1		0		0				44	9	40
	Add terminating equipment	3	1	1	4	4	2	3	5	10	1	1	1	0	0	0			1	11	9	12
	(MUX)	1	,	_	7	7		6	8	10	1	0	0	0	0	0				12	16	40
	Change terminating equipment	_ '	4		4	3	0	О	0	10		U	U	U	U	U			1	12	16	19
	(MUX)		0	_	7	3	0		•	40	1.1	10	12	0		_				0.5	40	00
-	De-install terminating equipment	1_	0	- 0	5	0	0	6	3	10	14	13	12	U	0	0	-	1	\vdash	25	19	22
	(MUX)	4	0	0	ľ		"			16	0	0	2	0	0	0				6	0	19
	Perform preventive	- '	U	0	58	47	57			10	- U	J	3	U	U	"	1	 		0	U	19
	maintenance on radio						"									l						
	equipment	30	30	30				776	787	849	149	114	220	3	3	2				1016	981	1159
	equipment	30	30	30			<u> </u>	110	101	049	149	114	220	3	3		1	<u> </u>		1010	30 I	1109

Remove and reins	tall mobile				58	79	61													
radios for vehicle		163	112	41				60	40	84	11	6	6	0	1	0		292	238	192
Test and operate order to establish characteristic para permissible tolerar	ts operating meters and	77	77	83	207	207	205	753	769	1356	0	0	0	0	0	10		1037	1053	
Programming radi	n lieer groupe	-//	- / /	03	128	123	121	753	769	1330	U	U	U	U	U	10		1037	1000	1654
frequencies, CTCs talk groups, user g other required par	SS, NACS, proups, and ameters.	369	128	63	.20	.20		225	331	160	564	315	300	10	15	35		1296	912	679
Radio Equipment		309	120	03				223	331	100	304	313	300	10	13	33		1290	912	0/9
XXI Information Sysupport																				
Power systems in	stalled	0	0	0	0	1	0	109	127	443	0	7	6	0	0	0		109	135	449
Power systems de	-installed	0	0	0	0	0	0	31	31	37	0	2	0	0	0	0		31	33	37
Power systems me	oved	0	0	0	0	0	0	29	29	29	0	2	13	0	0	0		29	31	42
Tower inspections		40	40	48	29	28	30	18	20	36	7	7	6	0	0	0		94	95	120
Replace tower ligh	iting	1	0	0	5	5	7				0	0	24	0	0	0		6	5	31
Request new frequestinew frequestine frequ	uency	0	0	0	12	25	10		9	28	0	26	48	0	20	5		12	80	91
Review existing from	equency				201	200	200													
assignments (5-ye	ar update)	20	20	24				1	2	2	7	28	24	40	40	40		269	290	290
Report frequency	nterference	0	0	0	0	0	0			2	0	0	0	0	0	0.1		0	0	2
Interference cases	investigated	12	3	0	0	0	0	1	1	2	0	1	1	2	3	3		15	8	6
Interference cases	resolved	12	3	0	0	0	0	11	1	1	0	1	1	2	3	3		25	8	5
Gather and compi	e radio				7	8	9													
equipment contrac	t																			
requirements		34	10	2				10	9	10	21	14	12	2	10	3		74	51	36
Assist in the devel					3	3	3													i '
radio contract soli		34	10	2				5	3	6	22	15	12	2	10	3		66	41	26
Assist in evaluation solicitation bids	-	100	78	46	7	7	7	5	7	8	4	3	3	2	10	3		118	105	67

PARAGRAPH NUMBER			СЕРОА			СЕРОН			CEPOD		CE	POD TOT	ALS
		FY05		FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05
C.5.3	Communications												
C.5.3.1	Wireless Voice and Data												
	Project Planning and												
	Management												
	Studies Submitted	3	1	2	0	1	1		1	2	3	3	5
	Consults Provided	3	0		36		36		1	1	39		
	Business Cases prepared	3	1	2	0				·		3		
	Design's created and	Ť		_	Ť	Ŭ	Ŭ				Ť	·	t i
	submitted	3	1	2	0	1	1			2	3	2	5
	Test's conducted	2	1	2	0		1			2	2		5
	Certification's completed	2	1	2	0		1			2	2		
	Project's created and	_		_	Ť					_	<u> </u>		Ť
	submitted	2	1	2	0	1	2		1	2	2	3	6
	Wireless Voice and Data	_			Ť								
	Services												
	Routers installed	1	0	2	0	1	0	1	0	0	1	1	2
	Routers configured	1	0		0				0				1
	Routers deinstalled	1	0		0				0				
	AP activated	1	0		0			_	0		1		
	AP configured	1	0		0			_	<u> </u>	1	1		3
	AP deactivated	1	0		0				0	0			2
	Pagers activated	0	0		27				0				
	Pagers deactivated	12	4		5				0				
	Mobile satellites activated	2	2	3	12	12	12		0	0	14		
	Mobile satellites deactivated				12	12	12				1	1.7	
	Wobiic dateiiited dedelivated	0	0	0	12	12	12		0	0	12	12	12
	Cellular telephone activated		10		30				1	3			
	Cellular telephone		10	10	- 00	- 00	- 50		· '		00	71	
	deactivated	5	5	5	5	5	5			2	10	10	12
	PDA activated	0			0					2	_		
	PDA deactivated	0	0		0				0	_			
	GPS activated	0	0		20				0				
	GPS configured	0	0		20				0		20		
	GPS deactivated	0	0		20					2	20		
	Microwave radio activated			_									
	(analog)	0	0	0	0	0	0		0	0	0	0	0
	Microwave radio activated			·	Ť	Ŭ	Ŭ		Ť	Ŭ	Ť	Ĭ	Ť
	(digital)	0	0	0	0	0	0		0	0	0	0	0
	Microwave radio configured												
	(analog)	0	0	0	0	0	0		0	0	0	0	0
	Microwave radio configured												
	(digital)	0	0	0	0	0	0		0	0	0	0	0
	Microwave radio deactivated												
	(analog)	0	0	0	0	0	0		0	0	0	0	0
	Microwave radio deactivated		_	_	·	_				_			
	(digital)	0	0	0	0	0	0		0	0	0	0	0
	Microwave repeater installed												
	(analog)	0	0	0	0	0	0		0	0	0	0	0
	Microwave repeater installed												
	(digital)	0	0	0	0	0	0		0	0	0	0	0
	Microwave repeater	Ť	l	Ť	ı	Ť	Ť	1	T	Ť	Ť	Ť	m
	configured (analog)	0	0	0	0	0	0		0	0	0	0	n
	Microwave repeater	Ť	l	Ť	ı	Ť	Ť	1	T	Ť	Ť	Ť	m
	configured (digital)	0	0	0	0	0	0		0	0	0	0	0
	Microwave repeater				Ì	,	_		i -	,			
	deactivated (analog)	0	0	0	0	0	0		0	0	0	0	0
	acacatatou (analog)												

	Microwave repeater					1		1			I		
	deactivated (digital)	0	0	0	0	0	0		0	0	0	0	0
	Microwave repeater						·		Ŭ		Ť	Ŭ	- J
	deinstalled (analog)	0	0	0	0	0	0		0	0	0	0	0
	Microwave repeater	Ŭ	·	Ĭ		Ť			Ŭ		i i	Ŭ	Ĭ
	deinstalled (digital)	0	0	0	0	0	0		0	0	0	0	0
	Work Orders Submitted	10	20	30	24	24	24		2	4			58
	Work Orders completed	10	20	30	24	24	24		2	4	34	46	58
	Add wireless data network	10	20	- 00	2-7	27	27				04	40	- 00
	component	1	0	- 1	24	24	24		0	0	25	24	25
	Remove wireless data	- '	U	- '	24	24	24		0		25	24	20
	network component	0	0	0	24	24	24		0	0	24	24	24
	Move wireless data network	U	U	U	24	24	24		0		24	24	24
		0	0	3	96	96	96		0	0	96	96	99
	component Upgrade software wireless	U	U		90	96	96		U	U	96	90	99
		0	0	4	1	1	1		0	0	1	1	_
	data network component Upgrade hardware wireless	U	U	4					U	U			5
	data network component Replace failed parts on	0	0	4	0	0	0		0	0	0	0	4
	wireless data network						_			_		_	
	component	0	0	1	0	0	0	-	0	0	0	0	1
	Modify configuration of												
	wireless data network												
	component	1	0	1	24	24	24		0	0	25	24	25
	Troubleshoot wireless data												
	network component	0	0	0	24	24	24		0	0	24	24	24
	Contact technical support for												
	wireless data network												
	component	0	0	0	1	1	1		3	4	. 1	4	5
	Add wireless data network												
	component	1	0	1	24	24	24		0	0	25	24	25
	Provide modified												
	documentation	1	0	3	1	1	1		0	0			4
	Provide unique service								0	0	0	0	0
C.5.3.2	Voice Services (wired)												
	A Project Completed												
	Replacement Plan for Wired												
	Voice equipment Developed												
		0	0	0	40	45	50		1	1	40	46	51
	Develop Plans	0	0	0	26	27	27	0	0	0	26	27	27
	Develop Estimates	0	0	0	60	40	60	0	0	0	60	40	60
	Review submitted projects	0	0	0	80	60	80	0	0	0	80	60	80
	Perform Risk assessment	0	0	0	10	11	11	0	0	0	10	11	11
	Prepare documents for												
	changes	0	0	0	10	11	11	0	0	0	10	11	11
	Test and evaluate plans	0	0	0	10	11	11	0	0	0	10	11	11
	Perform backup	49	48	49	20	22	22	0	0	0	69	70	71
	A Device and Service												
	Provided												
	Circuits troubleshot and												
	troubles cleared	2	2	0	12	12	12	0	0	0	14	14	12
	Voice Circuit Installed	0	0	0	5	5	5	0	0	0	5	5	5
	Voice Circuit Upgraded	0	0	0	0		0			0			0
	Voice Circuit Disconnected	0	0	0	0	0	0			0	0	0	0
	ISDN Circuit requested to be												
	installed	2	3		8	8	8	4	0	1	14	11	9
	ISDN Circuit requested to be							<u> </u>					
	disconnected	2	0	0	0	0	0	0	0	0	2	0	0
	DSL Circuit requested to be							Ī					
	installed	8	1	2	0	0	3	0	0	0	8	1	5
			-										

DSL Circuit Requested to be												
Disconnected	0	0	0	0	0	0	0	0	0	0	0	0
Cable Modem requested to	U	U	0	0	0	U	U	0	0	0	U	U
		,	0	40	45	00	1	0		12	40	00
be installed DSL Circuit Requested to be	1	1		10	15	30	1	- 0	1	12	16	33
 Disconnected	0	0	0	0	0	0	0	0	0	0	0	0
Telephone service added	0	0	0	200	75	130	0	0	0	200		130
Telephone Service Moved	0	0	0	250	450	200	0	0	0	250	450	200
Telephone Service Changed												
	0	0	0	101	70	90	0	0	0	101	70	90
Telephone Service Deleted	0	0	0	80	30	60	0	0	0	80	30	60
Voicemail account moved	627	624	624	420	431	445	0	0	0	1047	1055	1069
Voicemail account added	627	621	624	0	0	0	0	0	0	627	621	624
Voicemail account Changed												
	627	621	624	0	0	0	0	0	0	627	621	624
Voicemail account De-												
installed	209	209	208	0	0	0		0	0	209	209	208
Voicemail Menu Created				1	0	0		0	0		0	0
Voicemail Menu Modified				1	5	5	0	0	0	1	5	5
Voicemail System Backed												
Up	52	52	52	0	0	0	0	0	0	52	52	52
Switchboard Operator Calls												
Processed (District HQ)	0	0	0	0	0	0	0	0	0	0	0	0
Audio Conference Bridge												
Modified	0	0	0	8	10	14	0	0	0	8	10	14
PBX or Key System Installed												
	0	0	0	0	0	0	0	0	0	0	0	0
Preventative maintenance on												
a PBX or Key system												
performed				0	0	0	0	0	0	0	0	0
PBX or Key System backup												
performed	52	52	52	0	0	0	0	0	0	52	52	52
Problem on a PBX or Key												
System Resolved	208	208	208	0	0	0	0	0	0	208	208	208
PBX or Key System Program												
Change made	208	208	208	0	0	0	0	0	0	208	208	208
Call accounting system												
Managed	208	208	208	0	0	0	0	0	0	208	208	208
Call Accounting Report							Ť					
generated	4	4	4	600	600	600	0	0	0	604	604	604
Backup of the call accounting												-
system	365	365	365	0	0	0	0	0	0	365	365	365
Outside cable plant installed	000	000	000	·			Ĭ	Ů		000	000	000
Cutolae dable plant motalieu				0	0	0	0	0	0	0	0	0
Outside cable plant					0	- 0	ЬŮ	- 0	- 0	— "	, u	- 0
Maintained				0	0	0	0	0	0	0	0	0
Outside cable plant				0	U	- 0		0	- 0	-	- 0	- 0
Troubleshot				0	0	0	0	0	^	0	0	0
Outside cable plant				U	U	- 0	U	U	U	U	U	U
Upgraded				0	0	^	0	0	0	0	0	_
Inside cable plant installec				300	600	600	2	2	2	302	602	602
Inside cable plant installed				300	600	600	1 2	2	2	302	602	602
mside cable plant Maintained	000	209	000	450	450	450	24		24	389	389	202
Inside cable plant	209	209	209	156	156	156	24	24	24	389	389	389
				455	455		_	_	_		455	
Troubleshot Inside cable plant Upgraded				150	150	150	2	2	2	152	152	152
inside cable plant Upgraded				_			_		_		_	
				0	0	75	0	0	0	0	0	75

	Documentation of Alterations												
	to Communications												
	Infrastructure												
	doidoi.ao				52	52	52	2	2	2	54	54	54
C.5.3.3	Data Services Wired												
	Planning and Management of												
	Projects												
	Develop network tactical,												
	strategic, and project plans,												
	including documentation	16	10	12	144	180	216	0	0	0	160	190	228
	Develop network design												
	plans including cost												
	estimates.	14	9	12	80	80	80	0	0	0	94	89	92
	Review submitted projects,												
	specifications and designs.	1	2		120	120	120	0	0	0	121	122	120
	Perform risk assessments for												
	planned changes	16	10	12	120	120	120	0	0	0	136	130	132
	Prepare, plan and document												
	planned configuration												
	changes	19	16	18	80	80	80	0	0	0	99	96	98
	Test and evaluate planned		T										
	configuration changes.	19	16	18	80	80	80	0	0	0	99	96	98
	Perform back-up of planned												
	configuration change	14	13	13	80	80	80	0	0	0	94	93	93
	Support Operate and												
	Maintain							0	0	0			
	Troubleshoot and clear wired												
	data circuit service problems	12	12	12	144	144	144	6	6	6		162	162
	Install wired data circuits	8	6	6	12	12	12	0	0	0		18	18
	Upgrade wired data circuits	1	2		2	2	5	0	0	0	3	4	5
	Request Wired data circuits												
	disconnect	1	3	4	0	0	0	0	0	0	1	3	4
	Move Wired data circuits	1	2	2	2	2	2		33	52	3	37	56
	Update and maintain Network												
	documentation	24	24	24	120	120	120	0	0	0	144	144	144
	Add routers to your network												
	(*Note data for layer 2 and												
	layer 3 switches is input into												
	the separate switch area that												
	follows)	6	4	4	3	3	3	0	0	0	9	7	7
	Remove routers from your		_		_	_	_	_	_	_		_	
	network	4	3	3	0	0	3	0	0	0	4	3	6
	Move routers on your												
	network	0	2	0	3	3	3	0	0	0	3	5	3
	Upgrade the software on			_			_	_	_	_	_	_	
	your routers	6	6	6	3	3	3	0	0	0	9	9	9
	Upgrade the hardware on vour routers			_				_	_	_		_	_
	Replace failed hardware	0	1	3	4	4	4	0	0	0	4	5	7
	'							_	_	_	_	_	
	components on your routers	- 1	1	1	1	1	1	0	0	0	2	2	2
	Modify the configuration of the routers on your network		7	_	40	10	40	_	_	_	4.4	47	4.0
	the routers on your network	4	7	6	10	10	10	0	0	0	14	17	16
	Troubleshoot router problems	3	3	3	120	120	120	0	0	0	123	123	123
l	Contact technical support for	3	3	3	120	120	120	U	U	0	123	123	123
	router problems	0	1	1	240	240	240	4	4	4	244	245	245
	Perform preventive	U		- '	240	240	240	4	4	4	244	245	243
	maintenance on routers	6	6	6	300	300	300	0	0	0	306	306	306
	maintenance on routers	O ₁	O ₁	ų	300	300	300	U	U	U	500	500	300

		-											
	Add switches to your network												
	(layer 2 and 3 switches)	12	12	12	24	24	48	0	0	0	36	36	60
	Remove switches from your	12	12	12	27	24		-	·		- 00	- 00	- 00
	network	6	6	6	24	24	48	0	0	0	30	30	54
	Move switches on your											-	-
	network	6	6	6	20	25	30	0	0	0	26	31	36
	Upgrade the software on												
	your switches	6	6	6	3	3	3		1	1	9	10	10
	Upgrade the hardware on												
	your switches	9	4	7	0	0	3	0	0	0	9	4	10
	Replace failed hardware												
	components on your switches	10	3	6	10	10	20	0	2	0	20	15	26
	Modify the configuration of												
	the switches on your network	6	6	6	120	225	1200	0	2	0	126	233	1206
	Troubleshoot switch												
	problems	2	2	2	540	720	2400	12	12	12	554	734	2414
	Contact technical support for												
	switch problems	2	1	2	36	50	100	4	4	4	42	55	106
	Perform preventive												
	maintenance on switches	6	6	6	300	300	300	4	4	4	310	310	310
	Add hubs to your network	4	4	4	7	7	7	0	0	0	11	11	11
	Remove hubs from your												
	network	6	4		7	7	7	0	0	0		11	7
	Move hubs on your network	4	4	4	0	0	0	0	0	0	4	4	4
	Upgrade the software on												
	your hubs	0	0	0	0	0	0	0	0	0	0	0	0
	Upgrade the hardware on												
	your hubs	0	0	0	0	0	0	0	0	0	0	0	0
	Replace failed hardware												
	components on your hubs	0	0	0	0	0	0	0	0	0	0	0	0
	Modify the configuration on												
	the hubs on your network	0	0	0	0	0	0	0	0	0		0	0
	Troubleshoot hub problems	1	1	1	0	0	0	0	0	0	1	1	1
	Contact technical support for	_	_		_	_		_	_	_	_	_	
	hub problems	0	0	0	0	0	0	0	0	0	0	0	0
	Perform preventive	_	_		_	_		_	_	_	_	_	
	maintenance on hubs Add DSU/CSU's to your	0	0	0	0	0	0	0	0	0	0	0	0
	network (This section also												
	includes modular DSU/CSU's												
	that are part of a												
	router/switch)	7	2		5	5	5	0	0	0	12	7	-
	Remove DSU/CSU from your	- 1			5	5	5	U	0	0	12		5
	network	5	2	3	0	0	0	0	0	0	5	2	2
	Move DSU/CSU on your	5		3	- 0	U	U	U	U	- 0	5		3
	network	1	3	2	0	6	0	0	0	0	1	9	2
	Upgrade the software on	- '	3		U	ь	U	U	U	U	'	9	
	your DSU/CSU	0	0	0	0	0	0	0	0	0	0	0	0
	Upgrade your DSU/CSU	0	0	0	2	2	2	0	0	0		2	2
-	Replace failed DSU/CSU	2	0	1	1	2	1	0	0	0		2	2
	Modify the configuration on		J				'	- 0	U	- 0			
Ī	DSU/CSU	2	2	2	0	0	0	0	0	0	2	2	2
	Troubleshoot DSU/CSU				0	U	U	- 0	0	- 0			
	problems	8	6	6	1	2	1	0	0	0	9	8	7
	Contact technical support for	Ü	U	Ŭ			'	- U	0	- 0	, and		
Ī	DSU/CSU problems	6	6	5	1	2	1	0	0	n	7	8	6
	, , , , , , , , , , , , , , , , , , , ,	٦,	٥,				•		U				

Add CODEC's to your							1			ı	1	1
network	5	0	2	0	0	0	0	0	C	5	0	2
Remove CODEC's from your	Ŭ	Ŭ					Ť	·		l -		_
network	0	0	0	0	0	0	0	0	C	0	0	0
Move CODEC'S on your	_										_	
network	24	24	24	0	0	0	0	0	c	24	24	24
Upgrade the software on												
your CODEC'S	4	4	4	0	0	0	0	0	C	4	4	4
Upgrade the hardware on							Ť	·				·
your CODEC'S	0	0	0	0	0	0	0	0	c	0	0	0
Replace failed hardware												
components on your												
CODEC'S	0	0	0	0	0	0	0	0	c	0	0	0
Modify the configuration of	_										_	
the CODEC'S on your												
network	12	12	12	0	0	0	0	0	c	12	12	12
Troubleshoot CODEC'S				Ť			Ť			<u> </u>	,-	,-
problems	4	4	4	0	0	0	0	0	C	4	4	4
Contact technical support for	- 1			Ť			ľ				<u> </u>	- 1
CODEC'S problems	2	2	1	0	0	0	0	0	C	2	2	1
Perform preventive					- 0		i					-
maintenance on CODEC'S	16	16	16	0	0	0	0	0	C	16	16	16
3			.0	Ť			i			<u> </u>		<u> </u>
Add sensors to your network	48	0	2	120	5	5	0	0	c	168	5	7
Remove sensors from your						Ť						
network	0	0	0	0	0	0	0	0	c	0	0	0
Move sensors on your	_											
network	2	2	2	0	0	0	0	0	C	2	2	2
Upgrade the software on		_										_
your sensors	0	1	1	0	0	0	0	0	c	0	1 1	1
Upgrade the hardware on	_											
your sensors	0	1	1	0	0	0	0	0	C	0	1	1
Replace failed hardware												
components on your sensors	0	0	0	0	0	0	0	0	C	0	0	0
Modify the configuration of												
the sensors on your network	0	0	0	0	0	0	0	0	C	0	0	0
Troubleshoot sensor												
problems				30	2	0	0	0	C	30	2	0
Contact technical support for												
sensor problems				30	2	0	0	0	C	30	2	0
Perform preventive												
maintenance on sensors				12	12	12	0	0	C	12	12	12
Add monitors/displays to											l	l
your network	2	2	2	1	2	2	0	0	1	3	4	5
Remove monitors/displays												
from your network	2	1	1	0	0	0	0	0	C	2	1	1
Move monitors/displays on	T	Ţ					I				1	1
your network	2	1	2	0	0	0	0	0	C	2	1	2
Upgrade the software on	T	Ţ					I				1	1
your monitors/displays	3	1	3	0	0	2	0	0	C	3	1	5
Upgrade the hardware on												
your monitors/displays	3	3	3	0	0	0	0	0	C	3	3	3
Replace failed hardware												
components on your											1	
monitors/displays	1	1	1	0	0	0	0	0	C	1	1	1
Modify the configuration of	T	Ţ					I				1	1
the monitors/displays on your												
network	24	24	24	0	0	5	0	0	C	24	24	29

Troubleshoot monitors/displays problems 6	4 1 1 2 4 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6
monitors/displays problems	1 3 2 3 3 3 4 3 4 4 4 4 4 4 4 4 4 4 4 4 4
monitors/displays problems	1 3 2 3 3 3 4 3 4 4 4 4 4 4 4 4 4 4 4 4 4
Perform preventive maintenance on monitors/displays	1 3 2 3 3 3 4 3 4 4 4 4 4 4 4 4 4 4 4 4 4
maintenance on monitors/displays 48 48 48 12 12 12 0 0 60 Add video input device to your network 2 0 1 1 1 2 0 0 3 Remove video input device from your network 0 0 0 0 2 2 0	1 3 2 3 3 3 4 3 4 4 4 4 4 4 4 4 4 4 4 4 4
monitors/displays	1 3 2 3 3 3 4 3 4 4 4 4 4 4 4 4 4 4 4 4 4
Add video input device to your network	1 3 2 3 3 3 4 3 4 4 4 4 4 4 4 4 4 4 4 4 4
Your network	3 3 6 3 6 3
Remove video input device from your network	3 3 6 3 6 3
from your network	3 3 6 3 6 3
Move video input device on your network	3 3 6 3 6 3
your network	3 3 6 3 6 3
Upgrade the software on your video input device	3 3 6 3 6 3
Vour video input device	3 (6 2 8 8
Upgrade the hardware on your video input device 1 0 1 0 0 3 0 0 0 1 Replace failed hardware components on your video input device 0 2 0 0 1 0 0 0 0 0 0 Modify the configuration of the video input device on your network 0 3 2 3 2 0 0 0 2 Troubleshoot video input device on your network 0 3 5 5 0 0 0 3 Contact technical support for video input device problems 4 3 3 5 5 0 0 0 7 Perform preventive maintenance on video input device 6 6 6 12 12 12 10 0 0 18 Add data services wired faxes to your network (such as stand alone faxes, not fax functions supported by PC	3 (6 2 8 8
Your video input device	3 6 6 2
Replace failed hardware components on your video input device 0 2 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	3 6 6 2
Components on your video input device	8 5
Input device	8 5
Modify the configuration of the video input device on your network 0 3 2 3 2 0 0 0 2 Troubleshoot video input device problems 0 3 0 3 5 5 0 0 0 3 Contact technical support for video input device problems 4 3 3 5 5 0 0 7 Perform preventive maintenance on video input device 6 6 6 12 12 12 0 0 0 18 Add data services wired faxes to your network (such as stand alone faxes, not fax functions supported by PC	8 5
the video input device on your network 0 3 2 3 2 0 0 0 2 Troubleshoot video input device problems 0 3 0 3 5 5 0 0 0 3 Contact technical support for video input device problems 4 3 3 5 5 0 0 7 Perform preventive maintenance on video input device 6 6 6 12 12 12 10 0 0 18 Add data services wired faxes to your network (such as stand alone faxes, not fax functions supported by PC	8 5
your network	8 5
Troubleshoot video input device problems 0 3 0 3 5 5 0 0 0 3 Contact technical support for video input device problems 4 3 3 5 5 0 0 7 Perform preventive maintenance on video input device 6 6 6 12 12 12 0 0 0 18 Add data services wired faxes to your network (such as stand alone faxes, not fax functions supported by PC	8 5
device problems	
Contact technical support for video input device problems 4 3 3 5 5 0 0 7 Perform preventive maintenance on video input device 6 6 6 12 12 12 10 0 0 18 Add data services wired faxes to your network (such as stand alone faxes, not fax functions supported by PC	
Video input device problems	8 !
Video input device problems	8 5
Perform preventive maintenance on video input device 6 6 6 12 12 12 0 0 0 18 Add data services wired faxes to your network (such as stand alone faxes, not fax functions supported by PC	,
maintenance on video input device 6 6 6 12 12 12 0 0 0 18 Add data services wired faxes to your network (such as stand alone faxes, not fax functions supported by PC	
device 6 6 6 12 12 12 0 0 0 18 Add data services wired faxes to your network (such as stand alone faxes, not fax functions supported by PC	
Add data services wired faxes to your network (such as stand alone faxes, not fax functions supported by PC	18 18
faxes to your network (such as stand alone faxes, not fax functions supported by PC	
as stand alone faxes, not fax functions supported by PC	
functions supported by PC	
modem cards) 10 14 16 0 0 0 10	14 10
Remove faxes from your	
network 8 10 14 0 0 8	10 14
Move faxes on your network 2 4 6 0 0 0 2	4 (
Upgrade the software on	
your faxes 0 0 0 0 0 0	0 (
Replace failed hardware	
	1 :
Modify the configuration of	
the faxes on your network 10 12 14 0 0 0 10	12 14
Troubleshoot fax problems 50 60 70 4 4 4 54	64 74
Contact technical support for	
fax problems 5 5 4 4 4 9	9 9
Perform preventive	
maintenance on faxes 12 12 12 4 4 4 16	16 10
Perform preventive	
maintenance on emergency	
wired data network	
components 12 12 12 12 12 12 12 0 0 0 24	24 24
Add other types of wired data	
network components 13 14 12 20 30 60 0 0 0 33	44 7:
Remove other types of wired	
data network components 3 2 2 0 2 0 0 0 0 3	

	Move other types of wired												l
	data network components	4	4	4	0	0	2	0	0	0	4	4	6
	Upgrade software on other												
	types of wired data network												
	components	0	0	0	0	0	0	0	0	1	0	0	1
	Upgrade hardware on other												
	types of wired data network												
	components	0	0	0	0	0	0	0	0	1	0	0	1
	Replace failed parts on other												
	types of wired data network												
	components	2	0	2	0	0	0	0	0	0	2	0	2
	Modify configuration of other												
	types of wired data network												
	components	4	4	4	30	40	70	0	0	0	34	44	74
	Troubleshoot other types of				- 00			Ŭ			Ŭ.		
	wired data network												
	components	2	1	1	20	40	40	4	4	4	26	45	45
	Contact technical support for				20	40	-10				20		70
	other types of wired data												
	network components	2	4	2	15	20	25	4	4	1	21	25	31
—	Perform preventive		- 1		15	20	25	4	4	4	۷۱		31
	maintenance on other types												
	of wired data network												
	components	0	4	4	25	30	35	12	12	12	37	43	51
	Provide modified	U	- 1	4	25	30	35	12	12	12	37	43	51
	documentation after new												
	installs/upgrades for other												
	types of wired data network								_	_			
	components	4	4	4	10	15	30	0	0	0	14	19	34
	Any other instances of unique												
	Services/Functions related to												
	wired data services *												
	Services not covered in the												
	other forms.				140	170	225	0	0	0	140	170	225
	Provide user training for												
	wired data services				30	30	30	0	0	0	30	30	30
	Number of help desk												
	requests in support of wired												
	data services	30	36		300	600	600	624	624	624	954	1260	#######
	Install inside cable in support												
	of wired data services	3	37	40	150	300	300	0	0	0	153	337	340
	Maintain inside cable in												
	support of wired data												
	services		10	12	90	90	100	0	0	0	90	100	112
	Troubleshoot inside cable in												
	support of wired data												1
I	services		24		200	250	300	4	4	4	204	278	304
	Upgrade inside cable in		~ 7				550		- 1				557
I	support of wired data												
	services	3	13	4	7	2	1	0	0	0	10	15	-
	Install outside cable in	3	13	- 4			- '	U U	U	0	10	10	
	support of wired data												
	services	4	0	4	7	1	1	0	0	0	8	4	,
	Maintain outside cable in	- 1	U	1		1	1	0	0	0	8	1	-
	support of wired data												1
I		_	_	_	_			_	_	_	_		l .
	Services	0	0	0	7	1	1	0	0	0	7	1	1
	Troubleshoot outside cable in												1
	support of wired data												1
<u> </u>	services	6	4	3	2	2	2	0	0	0	8	6	5

	Upgrade outside cable in							I					
	support of wired data												
	services	0	0	1	0	0	2				0	0	3
C.5.3.4	VTC/Video Services												
	Project Planning and												
	Management												
	A Project Completed		2		0	0	2	0	0	1	0	2	3
	An approval or a Needs												
	Assessment for new												
	systems, major upgrades, or												
	modifications submitted		1		0	2	0	0	1	0	0	4	0
	Install, Operate and Maintain												
	Video Teleconferencing												
	Services												
	Process FTS requests for												
	VTC service.	31	30	31	8	16	24	0	0	0	39	46	55
	Process FTS Disconnect												
	Orders for VTC services.				8	0	0	0	0	0	8	0	0
	Install Video												
	Teleconferencing Equipment												
	g = q=p		2		2	0	3	0	0	0	2	2	3
	Resolve problems with Video												
	Teleconferencing Equipment												
	g = q=p	1			16	20	24	12	12	12	29	32	36
	Perform PM on Video							<u> </u>				-	
	Teleconferencing Equipment												
	Tologomeronomy Equipment	42	42	43	50	50	50	4	4	4	96	96	97
	De-install Video	72	72	40	- 00	- 00	00				30	50	- 57
	Teleconferencing Equipment												
	Tologomeronomy Equipment				1	0	0	0	0	0	1	0	0
	Resolve desktop video					- 0		Ŭ	·		<u>'</u>	·	
	teleconferencing equipment												
	problems				5	5	5	0	0	0	5	5	5
	Move video teleconferencing				J	J	J	Ŭ	·		Ŭ	J	
	equipment or services												
	equipment of services	31	30	31	140	48	200			1	171	78	232
	Add video teleconferencing	- 01	- 00	- 01	140	40	200				.,,,	,,,	202
	equipment or services				15	27	70	0	0	0	15	27	70
	Change video							Ť					
	teleconferencing equipment												
	or services, including												
	configuration modification.				155	75	270	0	0	0	155	75	270
	Delete video teleconferencing				100	70	210	Ŭ	·		100	,,,	210
	equipment or services												
	equipment of services				0	0	0	0	0	0	0	0	0
	Provide user training for							·			Ŭ	·	
	video teleconferencing												
	equipment or services	1	1	0	25	20	70	0	0	0	26	21	70
	Move CCTV equipment or		-	- 0	20	20	70	U	0	- 0	20	21	70
	services				0	0	0	0	0	0	0	0	0
	Add CCTV equipment or				- 0	- 0	- 0	U	0		U	- 0	- 0
	services						1	1	0	0	1	0	1
	Change CCTV equipment or							<u>'</u>	0	- 0	-	- 0	-
	services				0	0	0	0	0	0	0	0	0
	Delete CCTV equipment or				- 0	- 0	- 0	U	0		U	- 0	- 0
	services				0	0	0	0	0	0	0	0	0
	Move surveillance systems				0	U	0	0	0	U	U	U	U
	equipment or services	0	0	0	0	0	0	0	0	0	0	0	0
	Add surveillance systems	U	U	U	0	U	0	0	0	U	U	U	U
	equipment or services	0	1	0	9	9	9	0	0	0	9	10	0
	equipment or services	U	- 1	U	9	9	9	U	U	0	9	10	9

	Change surveillance systems												
	equipment or services												
	equipment of convices	0	0	0	0	0	0	0	0	0	0	0	0
	Delete surveillance systems											-	
	equipment or services	0	0	0	1	1	1	0	0	0	1	1	1
	Move streaming video												
	equipment				0	0	0	0	0	0	0	0	0
	Add streaming video												
	equipment				1	1	3	0	0	0	1	1	3
	Change streaming video												
	equipment					1	1	0	0	0	0	1	1
	Delete streaming video												
	equipment				0	0	0	0	0	0	0	0	0
	Requests for video capture							0	0	0	0	0	0
	Requests for video archive							0	0	0	0	0	0
	Number of help desk												
	requests in support of Video												
	services	31	30	31	25	7	100	144	144	144	200	181	275
	Instances of unique												
	applications related to video												
	services	31	30	31	22	26	40	72	72	72	125	128	143
	Install inside cable in support	-											
	of video services				16	16	32	0	0	0	16	16	32
	Maintain inside cable in				-								
	support of video services	115	114	115	16	16	32	0	0	0	131	130	147
	Troubleshoot inside cable in						- 02	Ť	·			100	
	support of video services	281	280	281	50	50	50	12	12	12	343	342	343
	Upgrade inside cable in	201	200	201	- 00	- 00	- 00				0.0	0.12	0.0
	support of video services				0	0	16	0	0	0	0	0	16
	Install outside cable in					·		Ť			- i	ŭ	
	support of video services				0	0	0	0	0	0	0	0	0
	Maintain outside cable in						·	Ŭ				Ŭ	Ŭ
	support of video services				0	0	0	0	0	0	0	0	0
	Troubleshoot outside cable in					·		Ť			- i	ŭ	·
	support of video services				0	0	0	0	0	0	0	0	0
	Upgrade outside cable in					·		Ť	·			Ŭ	
	support of video services				0	0	0	0	0	0	0	0	0
	Radio Services and												
C.5.3.5	Support												
0.0.0.0	Project Planning and												
	Management												
	The number of Radio Service	1	- 1	2	2	2	2	0	0	0	3	3	- 1
	or Support projects you plan,							·				J	
	or cupport projects you plan,												
	Install, Operate and Maintain												
	Radio Services and Support												
	Install, test and submit for												
	acceptance new or upgraded												
	systems		2		2	2	2	0	0	0	2	4	2
	Provide 'as built'							- 0	- 0	- 0		4	
	documentation of system		1		0	0	0	0	0	0	0	1	0
	Resolve radio equipment		-		0	U	0	U	U	U	U	- 1	U
	problems			0	1	1	1	0	0	0	1	1	4
	Move mobile equipment		0	- 0	4	4	4	0	0	0	4	4	1
	Add mobile equipment		0		0		1	0	0	0	0	0	4
	Change mobile equipment		0		0		0	0	0	0	0	0	0
	De-install mobile equipment		0		2	2	2	0	0	0	2	2	2
	Move base station equipment		0					0	- 0	- 0			
ĺ	move base station equipment		1		1	4	1	0	0	0	4	5	4
	1				- 4	4	- 4	U	U	U	4	3	4

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	Add base station equipment				1	1	1	ı	1	1	1	1	
	Add base station equipment		2	1	0	0	0	0	0	0	0	2	1
	Change base station				U	U	- 0	U	0	- 0	·		
	equipment		0		0	0	0	0	0	0	0	0	0
	De-install base station												
	equipment		1		2	2	2	0	0	0	2	3	2
	Move repeaters.		0		2		2			0		2	2
	Add repeaters		0		1		1	0		0	1	1	1
	Change repeaters		0		0	0	0	0	0	0	0	0	0
	De-install repeaters		0		2	2	2	0	0	0	2	2	2
	Move radio control consoles												
			1		4	4	4	0	0	0	4	5	4
	Add radio control consoles.		0		0	0	0	0	0	0	0	0	0
	Change radio control												
	consoles.		0		0	0	0	0	0	0	0	0	0
	De-install radio control												
	consoles.				2	2	2	0	0	0	2	2	2
	Move data radios				0	0	0	0	0	0	0	0	0
	Add data radios.				0		0						0
	Change data radios.				0		0						0
	De-install data radios.				0		0						0
	Move AM radios.				0		0						0
	Add AM radios.				0		0						0
	Change AM radios.				0		0						0
	De-install AM radios.				0		0						0
	Move FM radios.				0		0						0
	Add FM radios.				0								0
	Change FM radios.				0		0			0		0	0
	De-install FM radios.				0	0	0	0	0	0	0	0	0
	Move Public Service												
	Broadcast or information												
	radios.				0	0	0	0	0	0	0	0	0
	Add Public Service												
	Broadcast or information												
	radios.				0	0	0	0	0	0	0	0	0
	Change Public Service												
	Broadcast or information												
	radios.				0	0	0	0	0	0	0	0	0
	De-install Public Service												
	Broadcast or information												
	radios.				0	0	0	0	0	0	0	0	0
	Move radio or microwave				_	_	_	_					
	tower.		1		0	0	0	0	0	0	0	1	0
	Add radio or microwave								١.			١.	
	tower.				0	0	0	0	0	0	0	0	0
	Change radio or microwave							_				١.	0
	tower. De-install radio or microwave		1		0	0	0	0	0	0	0	1	U
								_					
	tower. Move radio control over IP	-	0		0	0	0	0	0	0	0	0	U
	device.				0	0	0	0	0	0	0	0	_
	Add radio control over IP	-			U	0	U	U	0	U	0	0	U
	device.				0	0	0	0	0	0	0	0	
1	Change radio control over IP	1			0	0	"	- 0	0	"	0	0	- 0
	device.				_		_	_		١ ^	0		_
-	De-install radio control over				0	0	0	0	0	0	0	0	- 0
	IP device.				0	0	0	0	0	0	0	0	_
	Move terminating equipment				U	0	0	0	0	0	0	0	U
	(MUX)				0	0	0	0	0	0	0	0	0
	(IVIOA)				U	U	U	U		U	U	U	U

	A del terresionetion or any discourse of		1				1			1	1		
	Add terminating equipment												
	(MUX)				0	0	0	0	0	C	0	0	0
	Change terminating												
	equipment (MUX)				0	0	0	0	0	C	0	0	0
	De-install terminating												
	equipment (MUX)				0	0	0	0	0	C	0	0	0
	Perform preventive												
	maintenance on radio												
	equipment		4		0	0	0	0	0	C	0	4	0
	Remove and reinstall mobile												
	radios for vehicle												
	replacement				0	0	0	0	0	C	0	0	0
	Test and operate equipment				- 0	0		0	0			0	U
	in order to establish its												
	operating characteristic					l						l	
	parameters and permissible					l						l	
	tolerances		102		0	0	0	0	0	C	0	102	0
	Programming radio user					l						l	
	groups, frequencies, CTCSS,												
	NACS, talk groups, user												
	groups, and other required												
	parameters.	25	25	50	0	0	0	0	0	C	25	25	50
	Radio Equipment and												
	Spectrum XXI Information												
	System (IS) support												
	Power systems installed		1		2	2	2	0	0	0	2	3	2
	Power systems de-installed		0		2						_		2
	Power systems moved		0		4							4	4
	Tower inspections		2		0					0			0
	Replace tower lighting		0		0							0	0
	Request new frequency		U		U	U			0		0		U
			2		0	0		0	0		0	2	
	assignments. Review existing frequency				U	U	0	U	U	C	U		U
	assignments (5-year update)												
			1		0	0	0	0	0	C	0	1	0
	Report frequency					1		I					
	interference		0		0	0	0	0	0	C	0	0	0
	Interference cases					1		I					
	investigated		0		0					C			0
	Interference cases resolved		0		0	0	0	0	0	C	0	0	0
	Gather and compile radio											1	
	equipment contract					l						l	
	requirements		0		0	0	0	0	0	C	0	0	0
	Assist in the development of												
	radio contract solicitation		0		0	0	0	0	0	C	0	0	0
	Assist in evaluation of		l i		Ť	l – Ť	l –	Ť	Ť		t	ΙŤ	
	solicitation bids		0		0	0	0	0	0	0	0	0	0
<u> </u>	oononation blus				U								

PARAGRAPH NUMBER	1	Ι.	CESA	c:	l	CESA	.J	CF	SAJC	FRP	c	ESAJI	MC:		CESAN			CESAS	,		CESAV	,		CESAI	,	CES	AD TO	TALS
NOMBER		FY05	CLUA																							FY03		
C.5.3	Communications																											
C.5.3.1	Wireless Voice and Data			1																				1				
	Project Planning and																									1		
	Management																											
	Studies Submitted	3	3	3	6	_	_							0	1	10	0			3	3	3	6	_	6	18	19	
	Consults Provided	5		5	240		_							2	2	2	0	-		50	50	50	6		8	303		
	Business Cases prepared	3	3	3	13	16	20							1	1	1	0	0	2	16	16	16	2	2	3	35	38	45
	Design's created and submitted	2	2	2	13	16	20							1	1	1	0	0	2	16	16	16	2	2	3	34	37	44
	Test's conducted	2	1	2	6	6	6							0	1	1	0	0	2	16	20	16	2	2	3	26	30	30
	Certification's completed	2	2	2	60	60	60							0	1	1	0	0	2	240	240	200	2	2	3	304	305	268
	Project's created and																											
	submitted	2	2	2	6	6	6							0	1	2	0	0	2	2	2	2	2	2	3	12	13	17
	Wireless Voice and Data																											
	Services																											
	Routers installed	0	0	1	0	0	0							0	0	3	0	0	2	1	0	1	0	0	0	1	0	7
	Routers configured	0	C	2	0	0	0							0	0	3	0	0	2	1	0	1	0	0	0	1	0	8
	Routers deinstalled	0	0	2	0	0	0							0			0	0	2	0	0	0	0	0	0	0	0	4
	AP activated	0	0	2		3	3							0	_	0	0	0		2	2	2	2	1	6	4	v	33
	AP configured	0	C	2		3	3							0	0	7	0	0	20	5	5	5	2	. 1	6	7	9	43
	AP deactivated	0	C	0	0	_	_							0	·	0	0	_	0	0	1	2	0	0	0	0	1	2
	Pagers activated	0	C	0	0	-								1	0	0	0	0	0	0	0	1	0		0	1	0	1
	Pagers deactivated	0	_	0	10	_	_							0	- 00	12	0	-	-	0	2	5	0	_		10		22
	Mobile satellites activated	0	C	0	5	0	0							1	2	1	0	0	0	2	2	2	0	0	0	8	4	3
	Mobile satellites deactivated	0	c	0	0	0	0							1	0	0	0	0	0	1	1	1	0	0	0	2	1	1
	Cellular telephone activated	20	20	20	351	48	48							45	88	22	50	350	50	240	288	360	6	25	36	712	819	536
	Cellular telephone deactivated	20	20	20	351	48	48							4	35	98	50	250	50	60	60	60	6	5	7	491	418	283
	PDA activated	1	1	5	110	23								3		111	0			4	74	240	18		24			
	PDA deactivated	0		0	110									1	12	12	0			0		60	5			116		
	GPS activated	0		0	2	307								0		0	0			4	3	10	24			30		
	GPS configured	0		0	2		_							0		0	0			4	3	10	24		_	30		
	GPS deactivated	0	0	0	0		_							0		0	0	_	0	0	0	11	0	_		0 0		
	Microwave radio activated	Ĭ			Ť	Ĭ	Ť							Ů	Ů	Ĭ	Ů			Ů	Ŭ		Ĭ		Ĭ	Ť	Ť	
	(analog)	0	c	0	0	0	0							0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	Microwave radio activated																									1		
	(digital)	0	C	0	0	0	0							0	6	0	0	0	0	0	0	1	0	0	0	0	6	1
	Microwave radio configured																											
	(analog)	0	C	0	0	0	0							0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	Microwave radio configured																											
	(digital)	0	C	0	0	0	0							0	6	0	0	0	0	0	0	1	0	0	0	0	6	1
	Microwave radio deactivated																											
	(analog)	0	C	0	0	0	0							10	6	0	0	0	0	0	0	1	0	0	0	10	6	1
	Microwave radio deactivated		l .			_			1	1					_	-							_		_			
	(digital)	0	C	0	0	0	0		<u> </u>	<u> </u>	 	-	<u> </u>	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	Microwave repeater installed	_	_ ا		_	_							1	_	_	_	_	_	_	_	_	_			_		ا ا	اہا
	(analog)	0	C	0	0	0	0	-	1	1	1	+	 	0	0	0	0	0	0	0	0	0	0	0	0	<u> </u>	0	0
	Microwave repeater installed (digital)	0			_	0								_	6	0	0	_	_	0	0	^	0	0	_	0		
	Microwave repeater	0		0	0	U	0					1	1	0	6	0	- 0	0	0	- 0	0	U	- 0	0	- 0	-	6	- 0
	configured (analog)	0		_	0	0	0		1	1				0	0	^	0	0	0	0	0	^	0	0	^	0	0	0
	Microwave repeater	J		1 0	, ·	-	. 0				1	1	 	J	0	"		U	U		U	- 0		1 0	-		U	U
	configured (digital)	_	,	_	^	_								_	6	^	^	_	_	^	0	^	_	_	_		6	0

	Microwave repeater																								\neg
	deactivated (analog)	0	0	0	0	0	0				10	6	0	0	0	0	0	0	0	0	0	0	10	6	0
	Microwave repeater			Ť			Ť		i –												Ť				
	deactivated (digital)	0	0	0	0	0	0				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater																								
	deinstalled (analog)	0	0	0	0	0	0				0	6	0	0	0	0	0	0	0	0	0	0	0	6	0
	Microwave repeater																								
	deinstalled (digital)	0	0	0	0	0	0				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Work Orders Submitted			0	660	660	660				14	13	4	0	0	0	350	400	500	45	42	62	1069	1115	1226
	Work Orders completed	0	0	0	660	660	660				14	13	4	0	0	0	350	400	500	45	42	62	1069	1115	1226
	Add wireless data network																								
	component	0	5	3	3	4	5				100	40	40	0	0	2	2	2	2	0	0	4	105	51	56
	Remove wireless data																								
	network component	0	0	0	4	4	4				10	20	20	0	0	0	2	2	2	0	0	0	16	26	26
	Move wireless data network																								
	component	0	0	0	4	4	6				0	0	0	0	0	0	2	2	2	0	0	0	6	6	8
	Upgrade software wireless																								
	data network component	0	3	4	0	0	1		-		0	0	0	0	0	0	1	1	1	0	0	4	1	4	10
	Upgrade hardware wireless																								
	data network component	0	0	0	0	0	1		-		10	20	20	0	0	0	1	1	1	0	0	4	11	21	26
	Replace failed parts on																								
	wireless data network																								
	component	0	1	1	60	60	60		-		0	0	0	0	0	0	4	4	4	0	0	0	64	65	65
	Modify configuration of																								
	wireless data network		_	١.	١.		_							_				_		_	_				
	component	0	2	1	4	4	6		 		20	10	10	0	0	0	5	5	5	0	0	4	29	21	26
	Troubleshoot wireless data	0		2	Ι.	4	_				40	40	40		0	٥	_	_	_				40	0.4	0.7
	network component	0	2	2	4	4	6		-		10	10	10	0	0	0	5	5	5	0	0	4	19	21	27
	Contact technical support for wireless data network																								
	component	0	2	2	0	0	0				20	10	10	0	0	0	1	1	1	0	0	4	21	13	17
	Add wireless data network	U			U	U	U		1		20	10	10	- 0	U	0	- '		- '	- 0	U	4	21	13	-17
	component	0	0	n			1				0	0	0	0	0	0	1	1	1	0	0	6	1	1	Ω
	Provide modified	Ŭ	- 0	0			<u>'</u>		t		U	U	- 0	- 0	U	- 0		- '		- 0	U	- 0	H	- '	
	documentation	0	n	n	1	0	1				0	0	0	0	0	0	1	1	1	0	0	10	2	1	12
	Provide unique service	0	0	0	0	·	0				0	0	0	0	0	0	2	2	2	0	0	10	2	2	12
C.5.3.2	Voice Services (wired)	Ŭ	Ů	Ŭ	Ŭ		Ŭ				Ŭ	Ŭ	Ŭ	Ť	Ŭ	Ŭ	_		_	Ŭ	Ŭ		آ		
0.0.0.2	A Project Completed																								-
	Replacement Plan for Wired								i –																
	Voice equipment Developed																								
	1	2	2	2	12	12	12				5	4	4	0	0	0	1	1	1	2	3	3	22	22	22
	Develop Plans	2	2	2	12						1	1	1	0	0	0	5	5	5	6	6	8	26	26	28
	Develop Estimates	2	2	2	12						10	10	10	6	6	6	5	5	5	2	3	3	37	38	38
	Review submitted projects	1	1	1	12	12	12				10	10	10	6	6	6	1	1	1	2	3	3	32	33	33
	Perform Risk assessment	1	1	1	12						5	4	4	0	0	0	0	0	1	3	6	6	21	23	24
	Prepare documents for																								
	changes	1	1	1	600	600	600				5	4	4	300	300	300	360	360	360	3	9	5	1269	1274	1270
	Test and evaluate plans	2	2	2	600	600	600				0	0	0	0	0	0	0	0	0	3	6	5	605	608	607
	Perform backup	2	2	2	365	365	365				0	0	0	12	12	12	264	264	264	0	0	5	643	643	648
	A Device and Service																								
	Provided																								
	Circuits troubleshot and																								
	troubles cleared	72	72	72	72						250	236	266	120	120	120	60	63	60	16	25	25	590	588	615
	Voice Circuit Installed	1	1	1	12	12	12				140	70	70	36	36	36	20	20	20	6	6	6	215	145	145
	Voice Circuit Upgraded	0	0	1	2	2	2				0	0	0	10	10	10	20	20	20	5	6	6	37	38	39
i	Voice Circuit Disconnected	0	0	0	4	4	4				140	70	70	48	48	48	20	20	20	3	4	4	215	146	146

	ISDN Circuit requested to be	I			I			1	1	I																
	installed	1	3	1	2	2	2					6	3	3	2	2	2	0	12	3	2	2	0	13	24	11
	ISDN Circuit requested to be																									
	disconnected	0	0	0	0	0	0					0	0	0	2	2	2	0	0	3	1	0	0	3	2	5
	DSL Circuit requested to be																									
	installed	0	0	0	1	0	0					0	0	0	2	2	2	0	0	1	0	0	0	3	2	3
	DSL Circuit Requested to be																							1		
	Disconnected	0	0	0	0	0	0					0	0	0	2	2	2	0	0	1	0	0	0	2	2	3
	Cable Modem requested to be																							1		
	installed	0	2	1	0	0	0					0	0	0	1	1	1	0	0	1	0	0	0	1	3	3
	DSL Circuit Requested to be																							1		
	Disconnected	0			0	0	0			-		0	0	0	1	1	1	0	0	1	0	0	0	1	1	2
	Telephone service added	12			134	121	144			-		64	85	80	36	36	36	24	24	24	5	4	4	275	282	300
	Telephone Service Moved Telephone Service Changed	12	12	12	133	202	180			-		135	148	152	300	300	300	168	222	170	4	4	6	752	888	820
	relephone Service Changed	12	12	12	575	614	600					21	42	41				70	77	70	19	20	17	697	765	740
	Telephone Service Deleted	4	4	_	120							60	77	80	36	36	36	17	21	15	4	4	17	241	262	259
	Voicemail account moved	2	2	2	24	24	24					00	0	00	0	0	0	4	4	4	3	1	3	33	31	33
	Voicemail account added	20	20	20	101	122						13	33	14	12	12	12	10	10	10	6	6	8	162	203	186
	Voicemail account Changed												- 00			,-					Ĭ	Ŭ		102		
	Tolorinal account changes	0	0	0	360	360	360					2	2	2	36	36	36	24	31	24	6	6	10	428	435	432
	Voicemail account De-									t																
	installed	20	20	20	120	120	120					3	4	5	36	36	36	5	4	5	11	11	12	195	195	198
	Voicemail Menu Created	0	0	0	3	3	3					1	2	2	0	0	0	0	0	1	0	0	4	4	5	10
	Voicemail Menu Modified	0	0	0	3	3	3					0	0	0	0	0	0	10	12	12	2	3	5	15	18	20
	Voicemail System Backed Up																									
		2	2	2	365	365	365					270	360	360	0	0	0	264	264	264	0	0	0	901	991	991
	Switchboard Operator Calls																							1		
	Processed (District HQ)	2400	2400	2400	0	0	0					0	0	0	0	0	0	720	720	720	0	0	0	3120	3120	3120
	Audio Conference Bridge																									
	Modified DDY and the Control of the Inch	0	0	0	1052	1285	1500			-		0	0	0	12	12	12	240	240	240	12	12	12	1316	1549	1764
	PBX or Key System Installed	_	_									2	2		0	0	0					0				_
	Preventative maintenance on	0	0	0	4	1	4								U	U	U	0	0	- '	0	U	U	В	3	
	a PBX or Key system																							1		
	performed	36	36	36	12	14	12					0	0	0	12	12	12	4	4	4	0	0	0	64	66	64
	PBX or Key System backup	- 00	- 00	- 00	- '-		12					Ů			- '-	12	'-					Ů		07	- 00	- 0-
	performed	3	3	3	365	365	365					0	0	0	12	12	12	360	360	360	0	0	0	740	740	740
	Problem on a PBX or Key									t																
	System Resolved	36	36	36	48	48	48					5	5	5	60	60	60	4	4	6	0	0	0	153	153	155
	PBX or Key System Program																									
	Change made	12	12	12	3	3	3					0	0	0	300	300	300	12	12	12	0	0	0	327	327	327
	Call accounting system																									
	Managed	12	12	12	240	240	240					0	0	0	12	12	12	12	12	12	0	0	0	276	276	276
	Call Accounting Report																							1		
	generated	12	12	12	48	48	48					0	0	0	12	12	12	12	12	12	12	12	12	96	96	96
	Backup of the call accounting																							1		
	system	12	12	12	365	365	365			-		0	0	0	12	12	12	12	12	12	0	0	0	401	401	401
	Outside cable plant installed	_	_		40	40	40											_	40						0.4	
	Outoide cable plant	0	0	0	12	12	12			 		0	0	0	0	0	0	5	12	4	0	0	0	17	24	16
	Outside cable plant Maintained	0	0	0	24	2.4	24					4	4	4	0	0	_	72	70	70	0	0	0	100	100	100
—	Outside cable plant	0	1 0	0	24	24	24	1	1	\vdash		4	4	4	U	U	U	12	72	72	U	U	U	100	100	100
	Troubleshot	0	0	0	24	24	24					1	1	1	٥	0	Λ	0	6	3	0	0	0	28	34	31
 	Outside cable plant Upgraded	, ·	1	0	24	24	24	1	1	t			4	4	J	U	J	J	U	3	U	U	U	20	34	31
	- I I I I I I I I I I I I I I I I I I I	0	n	0	4	4	4					1	0	0	0	0	0	0	1	1	0	0	0	5	5	5
	Inside cable plant installed	0	0	0	48	48	48			1		2	1	1	12	12	12	191	180	65	10	15	20	263	256	146
•																										

	Inside cable plant Maintained			ı		ı		I														ı				1		\neg
	•	0	0	0	96	96	96							0	0	0	12	12	12	4800	4800	4800	12	12	20	4920	4920	4928
	Inside cable plant Troubleshot	0	0	0	00	00	00							20	٥٢	٥٢	0	0		50	50	50	3	4	3	400	475	174
	Inside cable plant Upgraded	0	U	0	96	96	96							20	25	25	U	U	U	50	50	50	3	4	3	169	175	174
		0	0	0	12	8	12							0	0	0	2	2	2	12	15	400	1	5	10	27	30	424
	Documentation of Alterations																											
	to Communications Infrastructure																											
	iiiiasiiuciule	0	0	0	12	12	12							4	4	4				12	12	12	12	8	10	40	36	38
C.5.3.3	Data Services Wired																											
	Planning and Management of																											
	Projects																											
	Develop network tactical, strategic, and project plans,																											
	including documentation.	0	0	0	12	12	12	58	63	60	21	53	80	6	6	6	6	6	6	2	3	3	2	2	3	107	145	170
	, and the same of		_																					_				
	Develop network design plans																											
	including cost estimates.	0	0	0	12	12	12	4	2	3	12	23	16	12	12	12	3	3	3	2	2	2	4	5	6	49	59	54
	Review submitted projects, specifications and designs.	0	0	0	12	12	12	1	2	2	10	14	19	12	12	12	2	3	2	2	2	2	2	2	1	45	47	55
	Perform risk assessments for	"		"	- 12	12	12	─			10	14	19	12	12	12	3									70	7/	- 55
	planned changes	0	0	0	12	12	12	48	52	48	7	5	42	12	12	12	0	0	0	4	4	4	4	5	6	87	90	124
	Prepare, plan and document																											
	planned configuration		_																			١.			_			
	changes Test and evaluate planned	0	0	0	12	13	12	48	34	48	6	7	48	36	36	36	0	0	0	- 4	4	4	4	5	5	110	99	153
	configuration changes.	0	0	0	13	12	12	12	12	12	15	23	36	36	36	36	0	0	0	4	4	4	4	5	6	84	92	106
	Perform back-up of planned																											
	configuration change	0	0	0	12	12	12	12	12	12	4	6	48	12	12	12	0	0	0	0	0	4	4	5	6	44	47	94
	Support Operate and Maintain																											
	Support Operate and Maintain																											
	Troubleshoot and clear wired																											
	data circuit service problems	0	0	0	24		24	192	268	312	0	36	72	60	60	60	6	6	6	20	22	26		9	10	309	425	510
	Install wired data circuits	0	-	_	_		6	3		1	0	36	72	2	2	6	2	2	2	0	0	2	2	3	2	15	49	91
	Upgrade wired data circuits	0	0	0	19	4	4	0	0	1	0	36	72	6	6	6	2	2	2	0	0	1	0	3	4	27	51	90
	Request Wired data circuits disconnect	0	0	_	22	,	10	2	0	1	0	0	12	2	2	2	2	2	2	0	1	١ ,		0	2	32	9	30
	Move Wired data circuits	0		_	12		12	0		0	0	0	12	0	0	0	1	1	1	1	1	1	0	1	1	14	15	27
	Update and maintain Network	Ť	Ī	Ť	<u> </u>	<u> </u>		ľ		J				H	J		i i					-		- 1				
	documentation	0	0	0	8	8	4	43	42	48	0	37	42	12	12	12	12	12	12	12	12	12	6	10	15	93	133	145
	Add routers to your network																											
	(*Note data for layer 2 and																											
	layer 3 switches is input into the separate switch area that																											
	follows)	0	0	0	8	8	4	12	12	12	0	0	12	2	0	1	2	2	2	0	1	1	2	1	3	26	24	35
	Remove routers from your	Ť	Ī	ľ	Ŭ			<u> </u>				Ĭ			-					Ť		<u> </u>		-				
	network	0	0	0	1	3	0	1	1	1	0	0	12	0	2	0	2	2	2	0	0	1	2	0	2	6	8	18
	Maria maritana di comini di di		_															_							_			
-	Move routers on your network Upgrade the software on your	0	0	0	12	12	20	1	1	1	0	0	12	0	1	0	2	2	2	0	1	1	0	0	2	15	17	38
	routers	1	1	1	12	8	12	15	24	40	0	0	4	10	47	47	1	1	1	0	0	8	4	4	4	43	85	117
	Upgrade the hardware on	Ė		<u> </u>		٦				.0		Ů				.,	Ė			Ĭ		Ī			-		- 55	
	your routers	0	0	0	1	3	2	9	12	31	0	0	0	5	7	7	1	1	1	0	0	4	3	4	6	19	27	51
	Replace failed hardware																											
L	components on your routers	1	1	1	0	0	1	1	0	1	0	0	0	2	1	2	1	1	1	0	0	2	3	1	2	8	4	10

Modify the configuration of	1	1		I			1				1															\neg	
the routers on your network	2	2	2	32	38	16	38	32	48	0	0	6	48	48	48	0	0	0	10	16	20	6	7	6	136	143	146
, , , , , , , , , , , , , , , , , , , ,		_																									
Troubleshoot router problems	4	4	4	28	25	24	15	21	12	0	0	12	24	24	24	0	0	0	12	12	12	10	9	10	93	95	98
Contact technical support for																											
router problems	3	3	3	0	0	0	3	0	0	0	0	6	12	12	12	1	1	1	2	2	2	3	4	4	24	22	28
Perform preventive																											
maintenance on routers	3	3	3	12	12	12	6	60	9	0	0	24	36	36	36	0	0	0	4	4	4	12	112	12	73	227	100
Add switches to your network																											
(layer 2 and 3 switches)	0	0	0	30	34	31	2	0	0	6	5	2	22	17	6	0	0	0	7	7	6	3	1	1	71	64	40
Remove switches from your	U	U	0	30	34	31	3	U	U	- 0	3		22	17	- 0	-	U	U	- 1	- '	0	3	- '	- 4	/ 1	04	49
network	0	0	0	5	8	4	0	0	2	0	0	0	0	0	0	0	0	0	4	5	9	0	1	2	9	14	17
Move switches on your				t																							
network	0	0	0	12	12	12	2	7	2	0	0	6	3	4	4	0	0	0	1	1	1	0	0	0	18	24	25
Upgrade the software on your																											
switches	10	10	10	12	8	12	4	4	6	0	0	2	3	15	15	0	0	0	12	29	36	5	6	6	46	72	87
Upgrade the hardware on																											
your switches	0	0	0	2	3	1	0	0	3	0	0	0	2	3	3	0	0	0	0	0	15	2	3	4	6	9	26
Replace failed hardware																											ı
components on your switches	2	2	2	0	0	1	0	0	1	0	0	0	4	3	3	1	1	1	3	2	2	1	0	2	11	8	12
Madify the coefficient of																											ı
Modify the configuration of	۰,			-00			-00			40	40	4.0	-00	07					00	00	40			_	470	405	400
the switches on your network	24	24	24	60	55	16	28	53	96	12	12	12	23	27	24	0	0	0	20	20	12	6	4	5	173	195	189
Troubleshoot switch problems	48	48	40	1200	1200	1200	12	12	12	0	0	24	12	8	8	0	0	0	3	3	2	5	4	5	1280	1275	1300
Contact technical support for	40	40	40	1200	1200	1200	12	12	12	- 0	0	24	12	0	- 0	-	U	U	3	3	3	3	4	3	1200	1273	1300
switch problems	60	60	60	8	4	. 1	0	0	0	0	0	72	2	4	1	1	1	1	0	0	1	4	2	4	75	71	140
Perform preventive	- 00	00	- 00	Ŭ		-	Ŭ					- '-		-			- 1		Ŭ	Ť					70		140
maintenance on switches	0	0	0	12	12	12	24	24	24	0	0	24	48	48	48	0	0	0	48	72	72	12	12	12	144	168	192
Add hubs to your network	0	0		0			1	2	3	0	0	0	0	0	0	1	1	1	10	12	4	0	0	0		15	
Remove hubs from your																											
network	0	0	0	0	0	0	0	3	2	3	0	0	12	14	7	1	1	1	9	11	4	2	0	0	27	29	14
Move hubs on your network	0	0	0	0	0	0	0	0	0	0	0	0	3	3	3	1	1	1	11	10	5	0	0	0	15	14	9
Upgrade the software on your																											ı
hubs	0	0	0	0	0	0	3	3	3	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	3	3	4
Upgrade the hardware on																											l
your hubs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Replace failed hardware																											l
components on your hubs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0	0	1	0	0	0	1	1	2
Modify the configuration on			_			_					_								_	_			_				Ι.
the hubs on your network	0			0		_	0	v	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	
Troubleshoot hub problems Contact technical support for	0	0	0	0	0	0	0	0	0	0	0	0	7	5	2	0	0	0	2	3	3	0	0	0	9	8	5
hub problems	0	0	0	0	0	ا ا	0	0	0	0	0	0	0	0	0	1			0	0		0	0	0	1	1	
Perform preventive	0	0	0	0	0	0	U	0	U	- 0	0	0	0	U	- 0		- 1	1	U	U	U	- 0	U	- 0	1	\rightarrow	
maintenance on hubs	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
maintenance on nubs	U	U	0	U	0	1	U	U	U	- 0	0	U	U	U	- 0	-	U	U	U	U		- 0	U	- 0	0	- 0	
Add DSU/CSU's to your																										, ,	1
network (This section also																										,	ı
includes modular DSU/CSU's																										, ,	ı
that are part of a router/switch)	0	0	0	1	3	1	0	0	0	0	0	1	0	0	0	2	2	2	0	1	1	1	1	1	4	7	6
Remove DSU/CSU from your	ľ	ľ	T	t i	ľ	<u> </u>	ľ	Ĭ		Ť	٦		Ť	3		Ī		Ť	j	j					<u> </u>	一十	
network	0	0	0	1	4	. 1	0	0	0	0	0	0	1	3	0	2	2	2	0	1	0	4	0	1	8	10	4
Move DSU/CSU on your																									Ť		
network	0	0	0	1	3	1	0	0	0	0	0	12	0	0	0	2	2	2	0	0	1	0	0	0	3	5	16

	Upgrade the software on your																											\neg
	DSU/CSU	0	0	0	7	9	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	12	1	1	1	8	10	19
	Upgrade your DSU/CSU	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	12	1	1	1	1	1	13
	Replace failed DSU/CSU	0	0	0	2	1	0	0	0	0	0	0	1	1	1	1	0	0	0	1	1	2	0	0	1	4	3	5
	Modify the configuration on DSU/CSU	0	0	0	5	5	7	١	0	0	0	0	0	0	0	0	0	0	0	0	0	12	0	1	1	5	6	20
	Troubleshoot DSU/CSU	U	0	0	J	J			U	U	- 0	0	- 0	U	U	U	- 0	U	U	U	U	12	U			3		
	problems	0	0	0	0	0	0	0	0	0	0	0	6	0	0	0	0	0	0	20	22	18	0	1	1	20	23	25
	Contact technical support for	U	- 0	0	0	U	U		U	U	0	U	U	- 0	U	U	- 0	U	U	20	- 22	10	U	- '	-	20		
	DSU/CSU problems	0	0	0	6	0	0	0	0	٥				24	24	24	1	1	1	20	22	18	0	1	1	51	48	44
	Dooreco probleme	Ü				Ŭ	Ü		Ů					2-7	24					20		.0		•		0.		
	Add CODEC's to your network	0	0	0	5	5	1	0	0	0				1	3	0	1	1	1	0	0	1	0	0	0	7	9	3
	Remove CODEC's from your																											
	network	0	0	0	0	4	1	0	0	0				0	0	0	1	1	1	0	0	1	0	0	0	1	5	3
	Move CODEC'S on your																											
	network	0	0	0	0	0	0	0	0	0				0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	Upgrade the software on your																											
	CODEC'S	0	0	0	2	2	2	0	0	0				0	1	0	0	0	0	0	0	1	0	0	0	2	3	3
	Upgrade the hardware on																											
	your CODEC'S	0	0	0	0	2	0	0	0	0				0	1	0	0	0	0	0	0	1	0	0	0	0	3	1
	Replace failed hardware																											
	components on your																											
	CODEC'S	0	0	0	0	1	2	0	0	0				0	0	0	0	0	0	0	0	1	0	0	0	0	1	3
	Modify the configuration of																											
	the CODEC'S on your network	0	0	0	4	4	3	0	0	0				0	4	4	0	0	0	0	0	1	0	0	0	4	8	8
	Troubleshoot CODEC'S																											
	problems	0	0	0	100	174	60	0	0	0				0	1	0	0	0		0	0	1	0	0	0	100	175	61
	Contact technical support for																											
	CODEC'S problems	0	0	0	3	4	4	0	0	0				0	1	0	0	0	0	0	0	1	0	0	0	3	5	5
	Perform preventive																											
	maintenance on CODEC'S	0	0	0	24	46	55	0	0	0				0	0	0	0	0	0	0	0	4	0	0	0	24	46	59
	Add sensors to your network	0	0	0	0	0	4	0	0	0				20	10	11	6	6	6	0	0	1	2	0	2	28	16	24
	Remove sensors from your																											
	network	0	0	0	0	0	0	0	0	0				2	2	2	3	3	3	0	0	5	0	0	0	5	5	10
	Move sensors on your																											
	network	0	0		0	1	2	0	0	0				3	3	3	3	3	3	0	0	1	0	0	1	6	7	10
	Upgrade the software on your																											
	sensors	0	0	0	0	4	4	0	0	0				0	0	0	3	3	3	0	0	1	0	0	2	3	7	10
	Upgrade the hardware on																											
	your sensors	0	0	0	0	0	1	0	0	0				5	5	5	2	2	2	0	0	1	0	0	2	7	7	11
	Replace failed hardware																											
	components on your sensors	0	0	0	0	1	2	0	0	0				5	5	5	2	2	2	3	3	5	0	0	2	10	11	16
	Modify the configuration of	Ů	Ū		·		_	Ĭ	Ŭ					Ť	Ŭ		-				-				Ĩ			
	the sensors on your network	0	0	0	0	2	2	0	0	0				2	2	2	1	1	1	0	0	1	2	0	2	5	5	8
	zonosto sti your notwork	H			Ť			ľ									1	-	- '		Ŭ			3		H	<u>`</u>	-
	Troubleshoot sensor problems	0	0	0	12	12	12	0	0	Λ		l		2	2	2	0	0	0	0	0	1	0	1	1	14	15	16
	Contact technical support for	J	J	J	12	12	12		J	J				-				U	J	-	J			- '	-	'*		- 0
	sensor problems	0	0	0	0	0	0	0	0	0				4	4	4	0	0	Λ	0	0	1	0	0	2	Δ	4	7
	Perform preventive	- 0	- 0	- 0	0	- 0	U		U	U				1	-	- 4	7	J	J	J	J	- '	0	U				
	maintenance on sensors	0	0	0	12	12	12	_	0	0				68	68	68	2	2	2	24	24	24	0	12	12	106	118	118
	Add monitors/displays to your	U	U	U	12	12	12	-	U	U		—		00	00	00				24	24	24	- 0	12	12	100	110	110
	network	0	0	0	2	3	4	0	0	^				7	7	7	2	2	2	0	1	4	4	2	2	12	15	13
	Remove monitors/displays	U	U	U		3		-	U	U		—				- /				U	- 1		\vdash			12	10	-13
	from your network	0	0	_	0	0	^	_	_					0	0		2	2	_	0	0	4			_	_	2	3
I	nom your network	U	U	U	U	- 0	0	- 0	U	U			L	U	U	U		2	2	U	U	ı,	U	U	U			3

Marra manitana/di																			-								—т	
Move monitors/di your network	splays on	0	0	0	0				0	_				2	2	0	0	_	_	0	_		0	0	0	,	_	_
Upgrade the soft	vare on vour	U	U	U	0	1	1	U	U	U										U		1	U	U		4	-+	- 8
monitors/displays		0	0	0	0	4	,	0	0	0				0	0	0	4	4	4	2	2	2	10	1	3	13	8	10
Upgrade the hard		U	U	U	- 0	4	3	U	U	U				U	U	U	- 4		- 4			3	10		3	13		- 10
your monitors/dis		0	0	0	0	0	0	0	0	0				2	2	2	4	4	4	0	0	2	0	0	2	3	2	0
Replace failed h		U	U	- 0	0	0	- 0	0	- 0	U								-+		U		3	- 0	0	3	3		- 3
components on y																												
monitors/displays		0	0	0	0	0	_	0	0	0				4	4	4	4	4	4	_	0	2	0	0	4	2	2	_
Modify the config		U	U	U	U	U	U	U	U	U							- '			U	U		U	U	- '			
the monitors/disp	ays on your					4.40	70													_	6	0	ا ا			00	454	00
network Troubleshoot		0	0	0	77	142	70	0	0	0				2	2	2	2	2	2	ь	ь	ь	1	2	2	88	154	82
		_	_		_	_		_	_						_					_				_	_			
monitors/displays	problems	0	0	0	0	2	0	0	0	0				6	6	6	0	0	0	6	6	6	0	0	2	12	14	14
Contact technical																					_ [
monitors/displays		0	0	0	0	2	0	0	0	0				1	1	1	0	0	0	0	0	1	0	1	2	1	4	4
Perform preventive	re .																											
maintenance on																												
monitors/displays		0	0	0	4	9	6	0	0	0				0	0	0	0	0	0	4	4	4	12	12	12	20	25	22
Add video input of	evice to your																											
network		0	0	0	72	72	96							48	12	48	1	1	1	0	1	1	1	1	1	122	87	147
Remove video in																												
from your networ		0	0	0	0	1	1	0	0	0				2	2	2	1	1	1	0	0	1	0	0	1	3	4	6
Move video input	device on																											
your network		0	0	0	0	0	0	0	0	0				2	2	2	1	1	1	0	0	1	1	2	2	4	5	6
Upgrade the soft	vare on your																											
video input device)	0	0	0	0	1	1	0	0	0				1	1	1	0	0	0	0	0	1	0	1	1	1	3	4
Upgrade the hard	ware on																											
your video input of	levice	0	0	0	0	0	0	0	0	0				0	0	0	0	0	0	0	0	1	0	0	2	0	0	3
Replace failed ha	ardware																											
components on y	our video																											
input device		0	0	0	0	0	0	0	0	0				2	2	2	0	0	0	0	0	6	0	1	1	2	3	9
Modify the config	uration of																											
the video input de																												
network	,	0	0	0	0	2	1	0	0	0				0	0	0	0	0	0	0	0	1	1	1	2	1	3	4
Troubleshoot vide	eo input																											
device problems	·	0	0	0	24	24	36	0	0	0				2	2	2	0	0	0	0	0	3	1	1	1	27	27	42
Contact technical	support for																											
video input device		0	0	0	2	2	1	0	0	0				6	24	12	0	0	0	0	0	4	1	1	2	9	27	19
Perform prevention								Ť	Ť																			
maintenance on																												
device	iaco iiipat	0	0	0	0	0	0	0	0	0				2	2	2	0	0	0	0	0	1	12	12	12	14	14	15
Add data service:	wired faxes	Ŭ	Ŭ					Ů	Ŭ	·									Ŭ	Ŭ		_	- '-	- '-	- '-			-10
to your network (
stand alone faxes																												
functions support																												
modem cards)	od Sy i O	2	2	2	6	6	4	0	0	0	4	4	2	11	11	11	12	12	12	0	2	2	4	3	4	36	37	34
Remove faxes from	m vour				- 0		<u> </u>	0	U	U	- 1	- 1		- ' '	- ' '	- ''	12	12	12	U			-4	3	4	30	31	34
network	your	2	2	2	6	6		0	0	0	0	_	_	2	2	2	12	12	12	0	0	4	_ ,	,	4	26	26	24
Move faxes on yo	ur network	2	2	2	0	0	_	0		0	0	0	0	2	2	2	12	12	12	5	6	1	2	4	4	26 23	24	25
Upgrade the soft		- 4			- 0	- 0	- 0	-	- 0	U	0	0		- 4			12	12	12	5	O	3			4	23		
faxes	vale on your	0	0		0	0	_	0	0	_	0	4		4	0	4	0	0		0	0	6	4	2		_	4	4.4
Replace failed h	rdware	U	U	U	U	U	U	- 0	U	U	U	1	- 1	1	U	1	U	U	U	U	U	8	4	3	4	5	4	14
		_	_	_	24	24		^	_	_	_		_		_	_	_	_	_	6	_	_				38	38	47
components on y	Jui laxes	2	2		24	24		- 0	U	U			3		2	2		2	∠	р	5	б	U	1	2	38	38	17

Modify the configuration of			1	1		l	1														1						·
the faxes on your network	0	0	0	0	0		0	0	0	1	1	2	0	0	0	0	0	0	0	1	1	4	3	4	5	5	7
Troubleshoot fax problems	6		_	_	_	<u> </u>		_		6	6	6	48	48	48	0	0		4	4	4	10	7	9	98	95	73
Contact technical support for	Ů			<u> </u>				, ,		Ĭ		Ŭ					Ŭ								- 00		
fax problems	3	3	3	4	4			0	0	2	2	4	12	12	12	1	1	1	3	3	3	8	6	8	33	31	31
Perform preventive			Ť		Ì																Ť	Ť					
maintenance on faxes	6	6	6	24	24			0	0	4	4	4	0	0	0	0	0	0	0	0	4	4	4	4	38	38	18
Perform preventive			Ť																								
maintenance on emergency																											l '
wired data network																											l '
components	9	9	9	0	0	(0	0	0				12	12	12	2	2	2	1	1	1	2	1	2	26	25	26
Add other types of wired data			Ť																								
network components	0	0	0	0	0	(0	0	0				7	65	2	2	2	2	1	1	1	0	0	1	10	68	6
,																											
Remove other types of wired																											l
data network components	0	0	0	0	0	(0	0	0				0	0	0		2	2	0	1	1	0	0	0	0	3	3
Move other types of wired			Ī	T																							
data network components	0	0	0	0	0	(0	0	0				4	4	4	2	2	2	0	1	1	0	0	0	6	7	7
Upgrade software on other				1																							
types of wired data network																											ı
components	0	0	0	0	0	(0	0	0				0	72	72	0	0	0	0	0	1	0	0	1	0	72	74
Upgrade hardware on other																											
types of wired data network																											ı
components	0	0	0	0	0	(0	0	0				0	0	4	0	0	0	0	0	1	0	0	1	0	0	6
Replace failed parts on other																											
types of wired data network																											ı
components	0	0	0	0	0	(0	0	0				0	0	2	0	0	0	0	0	1	0	0	0	0	0	3
Modify configuration of other																											
types of wired data network																											l
components	0	0	0	0	0	(0	0	0				12	24	24	0	0	0	0	0	1	0	0	1	12	24	26
Troubleshoot other types of																											
wired data network																											ı
components	0	0	0	0	0	(0	0	0				6	17	18	0	0	0	0	0	1	0	0	1	6	17	20
Contact technical support for																											
other types of wired data																											ı
network components	0	0	0	0	0	(0	0	0				0	0	0	0	0	0	0	0	1	0	0	1	0	0	2
Perform preventive																											
maintenance on other types of																											ı
wired data network																											ı
components	0	0	0	0	0	(0	0	0				0	0	0	0	0	0	0	0	4	0	0	1	0	0	5
Provide modified																											
documentation after new																											ı
installs/upgrades for other																											ı
types of wired data network																											ı
components	0	0	0	0	0	(0	0	0				0	0	0	2	2	2	0	0	1	0	0	1	2	2	4
Any other instances of unique																											
Services/Functions related to				I	1	1	1														l						ı
wired data services * Services				I	1	1	1														1						ı
not covered in the other																											ı
 forms.	0	0	0	0	0	(0	0	0				48	48	48	0	0	0	0	0	1	0	0	0	48	48	49
Provide user training for wired																											
data services	0	0	0	4	4	L		0	0				0	0	0	0	0	0	0	0	1	24	36	36	28	40	37
Number of help desk requests																											
in support of wired data																											ı
services	0	0	0	0	0	(0	0	0				120	120	120	120	120	120	10	5	7	24	36	36	274	281	283

	T									1	ı								186	237	27			1			
	Install inside cable in support																		100	251	21						l l
	of wired data services	5	5	_	0	0	0	0	0	_			48	48	48	12	12	12				12	12	12	263	314	104
-	or when data services	5	5	5	U	U	U	U	U	U			40	40	40	12	12	12	2400	5040	5400		12	12	203	314	104
	Maintain inside cable in																		2400	3040	3400					1 1	i 1
			3	3			0	0	_	_			40	40	40	40	40	40				0.4	0.4		0.454		- 454
	support of wired data services	3	3	3	0	0	0	0	0	- 0			12	12	12	12	12	12	44	31	18	24	24	24	2451	5091	5451
																			44	31	18					1 1	i 1
	Troubleshoot inside cable in																									1 1	1 1
	support of wired data services	12	12	12	0	0	0	0	0	0			12	12	12	0	0	0				36	36	40	104	91	82
																			0	0	12					1 1	1 1
	Upgrade inside cable in																									1 1	i 1
	support of wired data services	0	0	0	48	48	48	0	0	0			12	12	12	0	0	0				36	36	36	96	96	108
																			0	0	1					1 1	1 1
	Install outside cable in support																									1 1	i 1
	of wired data services	0	0	0	4	4	4	0	0	0			12	6	6	0	0	0				0	0	0	16	10	11
																			65	130	204						\Box
	Maintain outside cable in																									1 1	i 1
	support of wired data services	0	0	0	3	3	3	0	0	_			0	0	٥	0	0	0			l	0	0	0	68	133	207
	Support of Whod data services	J	0	J		3	3		<u> </u>	"			J	J	U	J	J	J	n	0	n	J	U	0	- 00	,55	201
	Troubleshoot outside cable in		l							l									J	١	l			l		i 1	_i
		_	_	0	_	_	_	0	_	_			0	_	0	_	_	_					0	0	6	_	_
<u> </u>	support of wired data services	0	0	U	6	6	6	- 0	0	0	-	-	U	0	0	0	0	0	_	0	0	0	U	0	- 6	6	б
	He was do noted to the t																		U	l ⁰	0						
	Upgrade outside cable in		l							l											l			l		1 1	
	support of wired data services	0	0	0	6	6	6	0	0	0			0	0	0	0	0	0				0	0	0	6	6	6
C.5.3.4.	VTC/Video Services																										
	Project Planning and																									1 1	1 1
	Management																									1 1	i 1
	A Project Completed					1	1						1	1	1	1	1	1	0	0	1	5	3	4	7	6	8
	An approval or a Needs																									\Box	\Box
	Assessment for new systems,																									1 1	i 1
	major upgrades, or																									1 1	i 1
	modifications submitted	0	0	0		- 1	1						1	1	2	1	1	1	0	0	1	2	3	1	4	6	0
	Install, Operate and Maintain	U	U	U										- '		- 1	_		U	U			3	- 4	-	_ 4	- 3
	Video Teleconferencing																									1 1	1 1
																										1 1	i 1
	Services																							-		igspace	$oldsymbol{\longmapsto}$
	Process FTS requests for																									1 1	i 1
	VTC service.	0	0	0	12	12	12						72	72	72	48	48	48	0	1	1	2	1	1	134	134	134
	Process FTS Disconnect																									1 1	i 1
	Orders for VTC services.	0	0	0	0	0	0						0	0	0	48	48	48	0	0	1	0	1	2	48	49	51
	Install Video Teleconferencing																					ı		l -		1 7	1]
	Equipment																									1 1	i I
<u> </u>		0	1	0	2	4	1	L	<u></u>	L	L	<u></u>	1	1	1	1	1	1	0	0	1	2	1	1	6	8	5
	Resolve problems with Video																										\Box
	Teleconferencing Equipment		l							l											l			l		1 1	i J
	g =qa.pmont	4	4	Δ	48	48	48						1	6	12	12	12	12	3	4	3	10	8	12	78	82	91
	Perform PM on Video		<u> </u>	-	- 73	70	70			<u> </u>				3	12	- '-	14	12	Ĭ			- '	3	- '-		02	
I	Teleconferencing Equipment		l							l											l			l		1 1	ı
I	Tolecomerencing Equipment	0	0		_		_			l			4	0	^	12	12	12	4			4	4		22	21	21
	De-install Video	U	0	U		- 1	1		-	 	 	-	-1	U	U	12	12	12	4	4	4	4	4	4		21	21
			l							l											l			l		1 1	ı
	Teleconferencing Equipment		l							l											l			l			, J
	<u> </u>	0	0	0	0	0	0				<u> </u>		0	0	0	1	1	1	0	0	1	1	0	1	2	1	3
	Resolve desktop video		l							l											l			l		1 1	ı
	teleconferencing equipment		l							l											l			l		1 1	ı
	problems	0	0	0	0	0	0						1	0	1	0	0	0	0	0	4	1	0	4	2	0	9
	Move video teleconferencing										l															ı 7	1 7
	equipment or services		l							l											l			l		1 1	i J
I	' '	36	36	36	96	96	144			l			0	0	2	4	4	4	35	32	36	1	1	1	172	169	223
	•							-								- '											

	Add video teleconferencing								1	1	1															$\overline{}$
	equipment or services	0	0	0	3	0	3					0	0	3	1	1	1	0	0	1	1	1	1	5	2	9
	Change video	Ť	Ů		Ť							Ť	Ť	Ŭ	<u> </u>			Ŭ	Ŭ							Ť
	teleconferencing equipment or																									
	services, including																									
	configuration modification.	0	0	0	0	0	0					0	0	0	6	6	6	0	0	1	1	0	1	7	6	8
	Delete video teleconferencing									i –																
	equipment or services																									
	- 4	0	0	0	0	0	0					0	0	0	4	4	4	0	0	1	1	0	1	5	4	6
	Provide user training for video	Ť				Ť				i –																Ť
	teleconferencing equipment or																									
	services	0	0	0	12	12	12					1	0	2	2	2	2	12	12	12	8	6	10	35	32	38
	Move CCTV equipment or	Ť	Ť	_																						
	services	0	0	0	0	0	0					0	0	0	0	0	0	1	5	1	0	0	0	1	5	1
	Add CCTV equipment or			_													Ť									一
	services	0	0	0	0	1	1					0	0	0	0	0	0	0	0	1	0	0	0	0	1	2
	Change CCTV equipment or		Ů									Ť	Ŭ	Ŭ	Ť	Ŭ	Ŭ	Ŭ	Ŭ	•		Ŭ	Ŭ	Ů		一百
	services	0	0	0	0	0	0					0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	Delete CCTV equipment or	-		_		-									1	-	Ť					-				=
	services	0	0	n	0	0	n					0	0	O	0	0	n	0	0	1	0	0	n	0	0	1
	Move surveillance systems	Ĭ	j		Ů	ا ا	Ĭ			1		i i	ŭ		Ť	J		j	Ŭ		Ĭ	J	Ĭ	Ĭ	Ť	-
	equipment or services	0	0	0	0	0	n					0	0	0	0	0	n	1	5	1	1	0	1	2	5	2
	Add surveillance systems		_ J		Ť	٦		<u> </u>		t		Ĭ	Ť	- 3	H			1	Ť	-	H	J			7	
	equipment or services	0	0	0	0	0	0					0	1	1	0	0	0	0	0	1	1	0	1	1	1	3
	Change surveillance systems	Ŭ			_	- ŭ									ď	Ŭ	Ŭ	Ŭ	Ŭ	-	-					
	equipment or services																									
	equipment of services	0	1	1	0	0	0					0	0	0	0	0	0	0	0	1	0	0	0	0	1	2
	Delete surveillance systems	Ŭ			_	- ŭ							Ŭ	Ŭ	ď	Ŭ	Ŭ	Ŭ	Ŭ	-						
	equipment or services	0	0	0	0	0	0					0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	Move streaming video	Ŭ			_	- ŭ							Ŭ	Ŭ	ď	Ŭ	Ŭ	Ŭ	Ŭ	-						
	equipment	0	0	٥	26	24	24					0	0	1	0	0	0	7	3	1	0	0	0	33	27	26
	Add streaming video		·							t			-		Ŭ	Ŭ	Ŭ		J					- 00		
	equipment	0	0	٥	4	4	4					0	0	1	0	0	0	0	0	1	0	0	0	4	4	6
	Change streaming video	Ŭ			_	_							Ŭ		ď	Ŭ	Ŭ	Ŭ	Ŭ	-						
	equipment	0	0	0	4	4	4					0	0	0	0	0	0	1	0	1	0	0	0	5	4	5
	Delete streaming video	Ť				·							Ť			Ť	Ŭ				Ŭ	·		Ŭ		Ť
	equipment	0	0	٥	4	4	4					0	0	0	0	0	0	0	0	1	0	0	0	4	4	5
	Requests for video capture	0	0	_	144	168	200					0	0	0	2	2	2	0	0	1	3	3	2	149	173	205
	Requests for video archive	0	0	0	36		48					0	0	0	1	1	1	0	0	1	0	0	0	37	37	50
	Number of help desk requests		·		- 00	- 00	40			t			-	·	- 1			-	Ŭ					01	01	
	in support of Video services																									
	in support of video services	80	80	80	144	168	200					2	2	2	2	2	2	35	34	36	10	14	14	273	300	334
	Instances of unique	- 50	- 50	- 50	174	100	200			l								- 55	- 7	30	- 10	1.47		213	500	304
	applications related to video																									
	services	0	0	0	36	36	48					0	0	٥	0	0	٥	2	6	3	1	1	1	39	43	52
	Install inside cable in support	J	J	J	- 50	50	0			t		<u> </u>	U	J	-	J	J		U	3				53	-+0	- 52
	of video services	0	0	0	4	1	1					1	1	1	0	0	0	12	11	2	2	0	1	19	13	5
	Maintain inside cable in	U	- 0	- 0	4	- '	-		1	1	1	 			U	U	U	12	- ' '			0	-	19	13	
	support of video services	0	0	0	0	0	0					1	0	0	0	0	0	384	384	384	4	2	3	389	386	387
	Troubleshoot inside cable in	U	0	- 0		- 0	- 0			t		 	J	U	0	J	U	304	304	504			3	309	300	307
	support of video services	0	0	0	0	0	4					0	0	0	0	0	٥	1	2	2	2	2	2	3	4	E
	Upgrade inside cable in	U	- 0	- 0	- 0	- 0	-		1	1	1	0	U	U	U	U	U	-						3	*	
	support of video services	0	0	0	2	4	2					0	0	0	0	0	0	0	0	c	0	4	6	2	2	16
	Install outside cable in support	U	- 0	U				 	 	H	-	U	U	U	U	U	U	U	U	ő	U		- 0	-	- 4	10
	of video services	0	0	0	10	10	14					0	0	0	0	0	_	2	4	4	0	0	0	10	11	15
	Maintain outside cable in	U	- 0	- 0	10	10	14	 1	+	\vdash	 	U	U	U	U	U	U	3			0	0	- 0	13	- 11	10
	support of video services	0	0	_	0	0	_					0	0	0	0	0	_	16	17	17	0	0	0	16	17	17
L	support of video services	U	U	U	U	U	U	1	1	<u> </u>	l	U	U	U	U	U	U	10	17	17	U	U	U	10	17	17

	Troubleshoot outside cable in				I					1																$\overline{}$	
	support of video services	0				0	,						0	0	0	0	0	0	4	4		0	0		4	4	4
	Upgrade outside cable in	0	U) 0	0	0	0			1	1		0	U	U	U	0	U		1	1	U	U	U	- 1		
			_			_	_						_		_		_	_	0			_	_	_	_	_	
	support of video services	0	С	0	0	0	0	-		1	1		0	0	0	0	0	0	- 0	0	1	0	0	0	0	0	1
C.5.3.5	Radio Services and Support																										
C.5.3.5										1	1																
	Project Planning and																										
	Management				<u> </u>					<u> </u>	-		-														
	The number of Radio Service	0	C	0	0	0	0			<u> </u>			0	1	1				3	1	1	0	0	0	3	2	2
	or Support projects you plan,				-					<u> </u>	-																
	Install, Operate and Maintain			_	<u> </u>					<u> </u>																	
	Install, test and submit for																										
	acceptance new or upgraded																										
	systems	0		-	0					<u> </u>			0	0	0		24	70	0	0	1	0	0			24	71
	Provide 'as built'	0	C	0	0	0	0			<u> </u>			0	0	0	3	54	70	0	0	1	0	0	0	3	54	71
	Resolve radio equipment																										
	problems	0	C		0								0	0	0	48	60	54	1	0	1	0	0	-	49	60	55
	Move mobile equipment	0	_		0					<u> </u>	<u> </u>	<u> </u>	0	0	0	0	0	0	0	3	1	0	0		0	3	1
	Add mobile equipment	0	C		6					 	<u> </u>	<u> </u>	0	0	0	0	0	15	0	1	1	0	0	Ū	6	1	16
	Change mobile equipment	0		_	0					<u> </u>	<u> </u>		0	0	0	0	_	15	0	0	1	0	0	_	0	0	16
	De-install mobile equipment	0	_	, ,	61	_							0	0	0	0	0	15	0	1	1	0	0	_	61	1	16
	Move base station equipment	0	C	0	0	0	0			<u> </u>	<u> </u>		0	0	0	0	0	1	0	0	1	0	0	0	0	0	2
	Add base station equipment		ĺ																								
		0	C	0	0	0	_			<u> </u>	<u> </u>		0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	Change base station	0	C	0	0	0	0						0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	De-install base station																										
	equipment	0	C	0	0								0	0	0	0	0	1	0	0	1	0	0		0	0	2
	Move repeaters.	0	C	0	0	5	0						0	0	0	0	0	1	0	0	1	0	0	0	0	5	2
	Add repeaters	0	C	0	0	0	0						0	0	0	0	0	3	0	0	1	0	0	0	0	0	4
	Change repeaters	0	C	0	0	0	0						0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	De-install repeaters	0	C	0	0	5	0						0	0	0	0	0	3	0	0	1	0	0	0	0	5	4
	Move radio control consoles	0	C	0	0	0	0						0	0	0				0	0	1	0	0	0	0	0	1
	Add radio control consoles.	0	C	0	0	0	0						0	0	0	0	0	7	0	0	1	0	0	0	0	0	8
	Change radio control	0	C	0	0	0	0						0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	De-install radio control																										
	consoles.	0	C	0	0	0	0						0	0	0	0	0	7	0	0	1	0	0	0	0	0	8
	Move data radios	0	C	0	0	0	0						0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	Add data radios.	0	C	0	0	0	0						0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	Change data radios.	0	C	0	0	0	0						0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	De-install data radios.	0	C	0	0	0	0						0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	Move AM radios.	0	C	0	0	0	0						0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	Add AM radios.	0	C	0	0	0	0						0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	Change AM radios.	0	C	0	0	0	0						0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	De-install AM radios.	0	0	0	0	-					1		0	0	0	0		0	0	0	1	0	0	0	0	0	1
	Move FM radios.	0	C	0	0						1		0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	Add FM radios.	0			0					1			0	0	0	3	_	55	0	0	1	0	0	-	3	54	56
	Change FM radios.	0	C		0	_				1			0	0	0	0	_	0	0	0	1	0	0	_	0	0	1
	De-install FM radios.	0	0) (1	61					1			0	0	0	3		55	0	0	1	0	0	0	64	54	56
	Move Public Service	0	_		0	_				1			0	0	n	0		0	0	0		0	0	-	0	0	1
	Add Public Service Broadcast		_ `		ľ	ľ	ľ			1	1			,		Ŭ						Ů					
	or information radios.		ĺ																								
	c. momation facios.	0	0) ^	0	0	^			1	I	1	0	0	٥	0	0	0	n	0	-1	0	0	0	0	0	1
	Change Public Service	0	_		_					†	1		0	0	0	0		0	0	0	1	0	_	0	0	0	1
	De-install Public Service	U		1	T 0	- 0	<u> </u>	1	1	1	1	1	U	U	0	J	U	U	- 0	U		U	U	0	J	- 0	
	Broadcast or information		ĺ																								
	radios.	0		, ,	0	0	_			1	I	1	0	0	0	0	0	Λ	_	0	4	0	_	0	0	0	4
	Move radio or microwave	0	Ţ		0		-			1	1		0	0	0	0	0	0	0	0	- 1	0	0	0	0	- 0	1
	INIOVE TAULO OF ITHETOWAVE	U		, 0	0	- 0	U	1	1	1	1	1	 U	U	- 0	U	U	U	U	U	1	U	U	- 0	U	U	1

Add radio or microwave tower.	0	0	0	0	0		0				0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Change radio or microwave	0	0	0	0	0		0				0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
De-install radio or microwave tower.	0	0	0	0	0		2				0	0	0	0	0	0	0	0	1	0	0	0	0	0	3
Move radio control over IP	0	0	0	0	_		0		1		0	0	0	0	0	0	0	0	1	0	_	_	0	0	1
Add radio control over IP	Ŭ		·	Ĭ			Ť		1		Ŭ	Ŭ	Ů	Ŭ	Ŭ		Ů				Ŭ	Ŭ	Ĭ		
device.	0	0	0	0	0		n				0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Change radio control over IP	0	0	0	0	_		0		1		0	0	0	0	0	0	0	0	1	0			0	0	1
De-install radio control over IP			Ť	T			1		1					Ť							Ť				
device.	0	0	0	0	0		0				0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Move terminating equipment	0	0	0	0	_		0		1		0	0	0	0	0	0	0	0	1	0		0	0	0	1
Add terminating equipment			Ť	T			1		1					Ť							Ť				
(MUX)	0	0	0	0	0		0				0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Change terminating	0	0	0	0	0		0		Ĭ		0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
De-install terminating				Ì					Ĭ																
equipment (MUX)	0	0	0	0	0		0		1		0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Perform preventive	0	0	0	0	0		0		Ĭ		0	0	0	12	12	12	0	0	1	0	0	0	12	12	13
Remove and reinstall mobile									1																
radios for vehicle replacement																									
·	0	0	0	1	0		0				0	0	0	3	2	5	0	0	3	0	0	0	4	2	8
Test and operate equipment	0	0	0	0	0		0				0	0	0	3	3	4	0	0	1	0	0	0	3	3	5
Programming radio user																									
groups, frequencies, CTCSS,																									1
NACS, talk groups, user																									1
groups, and other required																									1
parameters.	0	0	0	2	. 0		1				0	0	0	3	54	55	2	0	1	0	0	0	7	54	57
Radio Equipment and																									
Power systems installed	0	0	0	0	0		0				0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Power systems de-installed	0	0	0	0	0		0				0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Power systems moved	0	0	0	0	0		0				0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Tower inspections	0	0	0	0	0		0				0	0	0	1	1	1	1	1	1	0	0	0	2	2	2
Replace tower lighting	0	0	0	0	0		0				0	0	0	1	1	1	0	0	1	0	0	0	1	1	2
Request new frequency	0	0	0	0	0		0				50	101	15	2	2	2	0	0	1	0	0	0	52	103	18
Review existing frequency																									l
assignments (5-year update)																									l
	0	0	0	12			2				209	261	200			12	67	49	42				300	334	266
Report frequency interference	0	0	0	0	0		0		1	<u> </u>	0	0	0	0	0	0	0	1	1	0	0	0	0	1	1
Interference cases																									l
investigated	0	0	0	0	_		0	_			0	0	0				0	0	1	0	_	0	v	0	1
Interference cases resolved	0	0	0	0	0		0		1	ļ	0	0	0	0	0	0	0	1	1	0	0	0	0	1	1
Gather and compile radio							1		1										ĺ						1
equipment contract							1		1										ĺ						1
requirements	0	0	0	0	_		0		1	<u> </u>	0	1	1	0	0	0	1	1	1	0			1	2	2
Assist in the development of	0	0	0	0	0	<u> </u>	0		1	<u> </u>	0	1	1	1	1	1	1	1	1	0	0	0	2	3	3
Assist in evaluation of							1		1																1 1
solicitation bids	0	0	0	0	0		0				0	1	1	1	1	1	1	1	1	0	0	0	2	3	3

PARAGRAPH																			
NUMBER			CESPA			CESPK			CESPL			CESPN			CESPE			SPD TOT	
		FY05		FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05
C.5.3	Communications																		
C.5.3.1	Wireless Voice and Data													ļ					
	Project Planning and																		
	Management																		
	Studies Submitted	0) () () 1	1 2	2 2	2 0		_	_	0	0 () 1	2	2
	Consults Provided) 6	3 1		1 2						5 6	8		14
	Business Cases prepared	0) <u> </u>	1	() () () () 1	1 2	2 0	0 0) ()	0	0 (0 0	1	3
	Design's created and	0				1 () (0				
	submitted Test's conducted	0			4		0 6	6 (4						0 (0 4		9
	Certification's completed	0								1 1						0 (0 0		9
	Project's created and	-	,		,	1	, (,	'	'		, ,	,	1	0		,	<u> </u>	 '
	submitted	0				, ,			ء ا	, ,				, ,	0	0 (1		
	Wireless Voice and Data	-	, .	<u> </u>		' '	,		4	-		, ,	, (1	0	'	1	-	. 3
	Services																		
	Routers installed	0) (1			2 6	6 () () 2	2 0) 12	2 12	,	0 1	2 12	2 5	26	33
	Routers configured	0					2 6	6 (2 0				0 2				
	Routers deinstalled	0) 0				0 1				
	AP activated	0					3 6	6 (2 0					0	0		
	AP configured	0					3 6	6 (2				_	0 (0 0		
	AP deactivated	0) (0			0					0 (0 0		
	Pagers activated	0) () 2	78	3 80) 10) () () (1223	660) 23	3	8	0 (1309	740	35
	Pagers deactivated	20) (0	78	3 10) 10) 3	3 2	2 6	8	3			8 7	8 (117	90	16
	Mobile satellites activated	3	3 0	3	3 2	2 9	9 7	7 () () (1	2	2 2	2	1	2 2	2 7	13	14
	Mobile satellites deactivated																		
		0		,	ì	,	,) (,	,	0	,)		0 () 2	2 (
	Cellular telephone activated	30	11	62	50	50	50	20	30	50	1164	1408	95	6	3	6 6	1327	1505	263
	Cellular telephone																		
	deactivated	2									ì			6	-		64		
	PDA activated	0			-	_		_		_	-				_				
	PDA deactivated	1) () () () (
	GPS activated	1		_	2 3	3) (2 (,					0 2	2 4	. 4	6
	GPS configured) (0					0 2	2 1		4
	GPS deactivated Microwave radio activated	0	, ,	1	,	,	, (, ,	, ,	, ,	0	, ,	, ('	U	0 (, ,		0
	(analog)	0			36	5 28	3 28	3 () (, ,			, ,	,	0	0 (36	28	28
	Microwave radio activated	-	, .		30	20	20	,	1	1	,	, ,	, (1	0	'	30	20	20
	(digital)	0		0) (,) () () () (0	0		,	0	0 (0	, ,	، ا
	Microwave radio configured		,		' 	1	,	`	1	1	1	, .	,	1			1	<u> </u>	1
	(analog)	0) (0	10) ;	3 8	3 () () (0	0) (,	0	0 (10	8	. 8
	Microwave radio configured					1	` 	1 `	Ť						_	`	,	<u> </u>	
	(digital)	0	0 0	0) () () (0	0	0	0	0) ()	0	0 (0		0
	Microwave radio deactivated																1		
	(analog)	0) (0	40	36	36	6) () (0	0) ()	0	0 (40	36	36
	Microwave radio deactivated							1						Ī			1		
	(digital)	0	0	1) () () () (0 0	0	0	<u> </u>		0	0 (0) (1
	Microwave repeater installed																		
	(analog)	0) C	0	10) (3 8	3 () () (0 0	0) ()	0	0 (10	8	8
	Microwave repeater installed																		
	(digital)	0) (0) () () () () () (0 0	0) (0	0 (0 0) (0
	Microwave repeater			1			1	I						1				1	1
	configured (analog)	0) (0) 8	3 (6 6	6 () () (0 0	0) (0	0 (8 0	6	6
	Microwave repeater			1			1	I						1				1	1
	configured (digital)	0) C	0) () () () () () (0	0) ()	0	0 (0) (0
	Microwave repeater							I									1		
	deactivated (analog)	0	0	0) 8	3 (6 6	6) (12	2	0) ()	0	0 (8	6	18

	Microwave repeater					1	ı	1		т—	1	1				ı	1	1	1
	deactivated (digital)	0	0	0	0	0		0	0	0	0	0		0	0	0	0	0	0
		- 0	- 0	- 0	- 0	U	U	U	- 0	- 0	U	0	0	- 0	U	- 0	U	0	U
	Microwave repeater				0	l .				40			0				٥	١.	4.0
	deinstalled (analog)	0	0	0	0	1	0	0	0	12	0	0	0	0	0	0	0	1	12
	Microwave repeater					١ .												١.	
	deinstalled (digital)	0	0		0	0	·	0	0	Ū	0			0	0	·	0	0	Ü
	Work Orders Submitted	59	119		0	0		9			0			0			68	124	
	Work Orders completed	51	101	111	0	0	0	9	5	38	0	0	0	0	0	0	60	106	149
	Add wireless data network																		
	component	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0
	Remove wireless data																		
	network component	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Move wireless data network																		
	component	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Upgrade software wireless																		
	data network component	0	0	0	0	7	0	0	0	0	0	0	0	0	0	0	0	7	0
	Upgrade hardware wireless																		
	data network component	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Replace failed parts on																		
	wireless data network								İ	1		1						1	
I J	component	0	0	0	4	1	0	0	0	0	0	0	n	0	0	0	4	1	0
	Modify configuration of	Ť	Ť	Ť	·	<u> </u>	Ť	Ť	Ť		ı	t – ř	Ť	Ť	Ť	Ť	i i	i	ı
	wireless data network					1			ĺ	1		1							
	component	0	0	0	0	0	n	0	0	0	0	0	0	0	0	0	0	0	n
	Troubleshoot wireless data	-		<u> </u>		Ι σ	<u> </u>	–			l	1	<u> </u>		<u> </u>	<u> </u>	–		
	network component	0	0	0	2	o	1	0	0	0	o	0	0	0	0	0	2	0	1
	Contact technical support for	U	U	U			- '	U	- 0	- 0	·	1 0	U	U	U	- 0		0	 '
	wireless data network					l .											l ,	١.	,
	component	0	0	0	4	1	1	0	0	0	0	0	0	0	0	0	4	1	1
	Add wireless data network	_	_	_	_	_	_	_	_				_	_	_	_	_	_	_
	component	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Provide modified																		
	documentation	0	0		4	3	6	0		_	0			0	0	_	4	3	6
	Provide unique service	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Voice Services (wired)																		
	A Project Completed																		
	Replacement Plan for Wired																		
	Voice equipment Developed																		
		2	3	3	3	3	3	6	10	16	1	5	12	1	5	12	13	26	46
	Develop Plans	2	3	3	2	3	0	5						0	0		9		
	Develop Estimates	2	3		2	1	0	2	3		0			0	5	12	6	16	
	Review submitted projects	2			2	1	0	3	_		0			0			7		
	Perform Risk assessment	0			3	2	n	0			0			0			3	2	
	Prepare documents for			Ť	Ť		t – Ť	l	⊢ Ť	⊢ ⊸	l	ऻ <u> </u>	Ť	Ť	Ť	t – Ť	l	-	⊢ Ť
	changes	1	6	10	2	1	^	0	0	0	o	0	^	0	0	^	7	7	10
	Test and evaluate plans	4	6		3	2	0	6	-	4	0		n	0		_	13	16	
	Perform backup	4	6		0	0		0	0		<u> </u>			-		<u> </u>	13	6	
	A Device and Service	4	- 0	10	_ U	"	├	<u> </u>			1	 		1		 	- 4	0	10
	Provided					1			ĺ	1		1							
	Circuits troubleshot and				1	 	1	1	\vdash		 	1		1	-	1	1	 	
					٠.						l			0		0			70
	troubles cleared	15	30		31	23					0						78	86	
	Voice Circuit Installed	5			18	25		3			10		24	10			46	79	
	Voice Circuit Upgraded	2			10			0	3	2	0			0			12		
	Voice Circuit Disconnected	0	1	1	70	21	21	1	1	3	0	101	12	0	101	12	71	225	49
	ISDN Circuit requested to be							Ī	1	1		1					Ī		
	installed	6	3	6	2	3	2	3	23	5	0	4	4	0	4	4	11	37	21
	ISDN Circuit requested to be					1			ĺ	1		1							
	disconnected	0	0	0	0	3	0	3	3	6	0	0	0	0	0	0	3	6	6
I	DSL Circuit requested to be	l	l			l	1	I	1	1	I					1	I	l	1
	installed								A.	1 .									

 DSL Circuit Requested to be									1			1						
Disconnected	0	0	0	0	1	0	0	0	2	0	0	0	0	0	0	0	1	2
Cable Modem requested to	0	U	0	- 0			- 0	- 0				0	- 0		, ,	U	'	2
be installed	1	2	2	0	0	0	0	0	0	0	0	٥	0	0		1	2	2
DSL Circuit Requested to be			_								Ĭ			Ŭ				
Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Telephone service added	25	30	30	62	83	59	48	52	60	8		6	8	3	6	151	171	161
Telephone Service Moved	197	384	576	745	368	299	24	42		10		12	10				814	955
Telephone Service Changed																		
reseptions continue changes	10	15	15	837	433	634	24	54	60	0	0	0	0	0	0	871	502	709
Telephone Service Deleted	5		10	90	120	150	5	41		1		6	1	91	6	102	350	196
Voicemail account moved	197	384	576	3	5	5	0	0		0	0	0	0	0) (200	389	581
Voicemail account added	10	15	15	62	83	59	24	60		8		6	8			112	164	146
Voicemail account Changed																		
· · · · · · · · · · · · · · · · · · ·	5	7	10	5	10	8	0	0	0	0	0	0	26	26	26	36	43	44
Voicemail account De-											Ī							
installed	2	2	2	90	120	150	24	24	24	1	91	6	1	91	6	118	328	188
Voicemail Menu Created				25	10		0			0		0	0			25	10	.55
Voicemail Menu Modified	20	20	20	10	5		0			0		0	0			30	25	25
Voicemail System Backed Up						Ĭ	Ť	Ť	ا ا	Ť	Ť	ا ا	Ť	Ť	Ť	30		
reiseman eyetem Bashea ep	10	12	12	52	52	52	12	12	12	0	0	0	0	0	0	74	76	76
Switchboard Operator Calls														,				
Processed (District HQ)	0	0	0	340	201	250	0	0	0	0	0	0	0	0	0	340	201	250
Audio Conference Bridge																		
Modified	20	20	20	5	10	15	0	0	0	50	35	24	50	35	24	125	100	83
PBX or Key System Installed																		
, injustice instance	1	1	3	5	2	10	2	0	3	0	0	0	0	0	0 0	8	3	16
Preventative maintenance on	·			Ť				Ť	ľ	Ť	Ť	ا ا	Ť	Ť	Ť	Ĭ	Ŭ	
a PBX or Key system									l			l						
performed	4	4	4	52	52	52	4	4	4	0	0	0	0	0)	60	60	60
PBX or Key System backup	-			- J.	- JZ	, J2			 	Ť	Ĭ	l	Ť	Ť	Ť	- 50		- 55
performed	10	12	12	52	52	52	12	12	12	0	0	0	0	0	0	74	76	76
Problem on a PBX or Key				32	- 52			<u></u>	<u></u>	Ť	Ť	ا ا	Ť	Ť	Ť		. 0	
System Resolved	20	30	30	5	6	4	3	9	4	0	0	0	0	0	0	28	45	38
PBX or Key System Program								,						,				
Change made	212	397	582	40	10	8	12	48	60	0	0	0	0	0	0	264	455	650
Call accounting system						Ĭ			"	Ť	Ť	ا ا	Ť	Ť	Ť		.50	230
Managed	15	15	15	25	30	40	0	0	0	0	0	0	0	0	0	40	45	55
Call Accounting Report		, ,			30		Ť	Ť	ا ا	Ť	Ť	ا ا	Ť	Ť	Ť		.0	30
generated	72	25	25	5	3	10	0	0	0	0	0	0	0	0	0	77	28	35
Backup of the call accounting								·						,				
system	10	12	12	52	52	52	12	12	12	0	0	0	0	0	0	74	76	76
Outside cable plant installed	-				,						Ť				<u> </u>			
plant motanou	0	0	0	0	0	0	3	2	3	0	0	0	2	2	2	5	4	5
Outside cable plant	Ŭ	Ť		Ť		Ĭ	Ĭ		ľ	Ť	Ť	ا ا			† – –	Ť		Ů
Maintained	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	1	1
Outside cable plant														,				· ·
Troubleshot	0	0	0	0	0	0	3	3	3	0	0	0	2	2	2	5	5	5
Outside cable plant Upgraded	, i	Ť		Ť		Ĭ	Ĭ	Ť	ľ	Ť	Ť	ا ا			† – –	Ť	J	Ů
principle of the second	0	0	0	0	0	n	1	0	1	0	0	n	0	0)	1	0	1
Inside cable plant installed	0		0	25	1125	20	1	1	2	0		0	6	-	-	32	1132	28
Inside cable plant Maintained	Ŭ	Ť			20			·		Ť	Ť	ا ا	Ť	Ť	T	32		
sacio piani mantamoa	0	0	0	52	52	52	48	48	48	5	5	12	12	12	12	117	117	124
Inside cable plant	Ŭ	Ť		32	- 52				,	Ť	Ť	<u></u>		<u> </u>	†	<u> </u>		
Troubleshot	0	0	0	10	8	8	24	24	24	0	0	n	6	6	6 6	40	38	38
Inside cable plant Upgraded	- 0	,		.0		- 0		24			T	T		Ι ,	1	-10		- 55
	0	0	0	60	1125	60	0	0	1	0	0	n	n	2	n	60	1127	61
l .	0	J	U	00	1120	- 00	, U	. 0	<u></u>	U			. 0		., 0	. 00	114/	UI

	Designation of Alternations																		
	Documentation of Alterations																		
	to Communications																		
	Infrastructure	_									_	_	_						
0.5.0.0	Data Carriera Mira I	6	10	15	85	1125	80	2400	1200	1500	0	0	0	12	14	12	2503	2349	1607
C.5.3.3	Data Services Wired																		
	Planning and Management of																		
	Projects																		
	Develop network tactical,																		
	strategic, and project plans,																		
	including documentation.	4	11	16	12	12	12	7	9	6	1	1	1	1	1	1	25	34	36
	Develop network design																		
	plans including cost																		
	estimates.	6	11	16	4	4	4	7	9	6	12	12	12	12	12	12	41	48	50
	Review submitted projects,																		
	specifications and designs.	4	11	16	12	12	12	7	9	6	12	12	12	12	12	12	47	56	58
	Perform risk assessments for																		
	planned changes	8	15	20	0	0	0	7	9	6	6	6	6	6	6	6	27	36	38
	Prepare, plan and document																		
	planned configuration			l					l									ļ	
	changes	8	15	20	240	240	240	7	6	9	30	50	60	30	50	60	315	361	389
	Test and evaluate planned																		
	configuration changes.	16	23	28	240	240	240	7	9	6	30	50	60	30	50	60	323	372	394
	Perform back-up of planned															-			
	configuration change	4	14	16	240	240	240	7	9	6	12	18	24	12	18	24	275	299	310
	Support Operate and																		
	Maintain																		
	- Trialitaii																		
	Troubleshoot and clear wired																		
	data circuit service problems	34	59	74	24	24	24	-	۱ ,	_	12	12	12	12	12	10	87	111	127
	Install wired data circuits	4				390	240	65	65	65	2		12	2	2	12	313	463	319
-	Upgrade wired data circuits	5		11	25	2000	240	80	80		2		2	2		2	114	2089	122
-	Request Wired data circuits	5		11	25	2000	25	80	80	80		1	3		- 1	3	114	2089	122
	disconnect		١,		040	0.40	040	20	- 00	200	_						074	070	074
		0		0	240	240	240	30	30		2	1	2	2	1	. 2	274	273	274
	Move Wired data circuits	0	0	2	240	240	240	200	100	100	1	1	1	1	1	1	442	342	344
	Update and maintain Network	_	l							l	_	_	_	_	_	_			
	documentation Add routers to your network	5	18	22	52	52	52	12	12	12	3	3	3	3	3	3	75	88	92
	(*Note data for layer 2 and																		
	layer 3 switches is input into																		
	the separate switch area that																		
	follows)	0	2	14	8	8	5	1	4	2	2	2	2	2	0	0	13	16	23
	Remove routers from your																		
	network	0	0	14	2	2	0	1	4	2	24	24	24	2	4	6	29	34	46
	Move routers on your network	0	0	0	2	2	2	1	2	1	12	12	12	12	12	12	27	28	27
	Upgrade the software on your		l							l									
	routers	4	8	23	60	60	60	40	40	20	3	3	3	3	3	3	110	114	109
	Upgrade the hardware on																		
	your routers	0	2	0	15	15	15	4	7	15	1	1	1	0	0	0	20	25	31
	Replace failed hardware																		
	components on your routers	0	2	0	4	4	4	3	4	2	1	1	1	0	0	0	8	11	7
	Modify the configuration of			Ì														\neg	
	the routers on your network	4	6	4	54	54	54	60	120	60	2	2	2	2	2	2	122	184	122
	The state of the s		l ,	 	Ť	, J	- 54	<u>~</u>	1	30	i			<u> </u>					
	Troubleshoot router problems	10	8	12	36	36	36	4	5	6	4	4	4	4	4	4	58	57	62
	Contact technical support for		Г ,	12	- 30	50	30			Г	 	1					50	- 57	- 02
	router problems	9	7	11	4	1	1	12	20	25	2	2	2	2	2	2	29	35	44
—	Perform preventive	9	-	 ' '	-	-	- 4	12	20	25							25	33	44
	maintenance on routers	16	20	24	60	60	60	240	240	240	3	3	2	2	2	2	322	326	330
	mamenance on routers	16	20	24	00	00	00	240	∠40	∠40	3	3	3	3	3	3	322	ა∠ხ	აპ0

1										1			1		1		1		$\overline{}$
	Add switches to your network (layer 2 and 3 switches)	2	0	0	0	0	4	45	0	,	8	8		8	10	12	71	35	26
	Remove switches from your		U	U		9	4	45	0			0	0		10	12	/ 1	35	
	network	0	0	0	8	9	0	51	4	20	8	8	8	2	2	2	69	23	30
	Move switches on your		0	U	- 0	3	0	31		20			- 0				03	25	30
	network	0	0	0	0	15	2	10	10	10	2	2	2	2	2	2	14	29	16
	Upgrade the software on your	ا		Ů			_									_		20	
	switches	13	24	24	48	48	48	120	120	120	0	1	1	6	14	18	187	207	211
	Upgrade the hardware on																		
	your switches	3	2	3	12	12	12	0	2	0	1	1	1	1	1	1	17	18	17
	Replace failed hardware	, ,																	ĺ
	components on your switches	1	1	2	4	4	4	5	5	5	1	1	1	1	1	1	12	12	13
	Modify the configuration of	, ,																	1
	the switches on your network	7	6	7	48	48	48	1200	1200	1200	3	2	1	3	2	1	1261	1258	1257
		, ,																	1
	Troubleshoot switch problems	6	9	9	4	4	4	4	8	8	3	2	3	3	2	3	20	25	27
	Contact technical support for																		
	switch problems	5	7	7	4	4	4	0	2	2	2	1	2	2	1	2	13	15	17
	Perform preventive	, ,																	ĺ
	maintenance on switches	9	9		48	48	48	960	960	960	1	1	1	1	1	1	1019	1019	1019
	Add hubs to your network	0	0	0	0	0	0	0	0	0	8	8	8	8	12	8	16	20	16
	Remove hubs from your	, ,																	ĺ
	network	0	24	0	20	12	10	10	20		8		8	4	4	4	42	68	22
	Move hubs on your network	2	2	2	0	0	0	0	0	0	6	8	8	6	8	8	14	18	18
	Upgrade the software on your	, ,																	1
	hubs	0	0	0	0	20	0	0	0	0	0	0	0	0	0	0	0	20	0
	Upgrade the hardware on vour hubs	ا													١ .		0		
	Replace failed hardware	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	- 0
	components on your hubs	0	0	0			10	0	0		0	0		0	0				40
	Modify the configuration on	U	0	U	4	4	10	- 0	0	0	- 0	U	U	- 0	0	0	4	4	10
	the hubs on your network	0	0	0	0	20	0	0	0	١ ,	0	0	١ ,	0	0		0	20	0
	Troubleshoot hub problems	4	4	·	0	20	0	0	0		4		0	4	4		12	32	12
	Contact technical support for		- 4	- 4	- 0	20	U	- 0	- 0	0	- 4	-				- 4	12	32	12
	hub problems	2	2	2	0	0	0	0	0	0	0	0	٥	0	0	0	2	2	2
	Perform preventive				- 0	- 0		- 0		0			0	- 0	-	-			
	maintenance on hubs	44	0	0	0	0	0	0	0	٥ ا	0	0	٥	0	0	0	44	0	١
	Add DSU/CSU's to your	 		·								Ĭ				Ĭ	•		
	network (This section also									1			1						i l
	includes modular DSU/CSU's																		
	that are part of a																		
	router/switch)	2	2	15	8	6	4	3	3	5	2	2	2	2	2	2	17	15	28
	Remove DSÚ/CSU from your																		
	network	0	2	1	2	2	0	0	2	3	1	1	1	1	1	1	4	8	6
	Move DSU/CSU on your																		
	network	0	2	0	0	0	0	0	1	0	1	1	1	1	1	1	2	5	2
	Upgrade the software on your																		i
	DSU/CSU	0	0	_	0	0	0	0	0		0		0	0	0	·	0	0	0
	Upgrade your DSU/CSU	0	2		0	0	0	0	0		0		0	0			0	2	
	Replace failed DSU/CSU	0	0	0	1	2	1	1	0	1	2	2	2	2	2	2	6	6	6
	Modify the configuration on																		1 1
	DSU/CSU	2	2	1	0	0	0	0	0	0	2	2	2	2	2	2	6	6	5
	Troubleshoot DSU/CSU																		
	problems	0	0	0	9	6	7	3	6	6	6	6	6	6	6	6	24	24	25
	Contact technical support for		_	_		_				_	_	_	_	_	_	_		, .	
	DSU/CSU problems	2	0	0	9	6	7	1	1	2	2	2	2	2	2	2	16	11	13

	Add CODEC's to your	-	1		1		ı	1		1	1	1	1			1	1		 1
	network	3	2	5	2	2		0	0		0	0			0		6		
-	Remove CODEC's from your	3		5				U	0	0	U		U		U	U	ь	- 4	ь
-	network Move CODEC'S on your	0	0	0	0	0		0	0	0	0	0 0	U	0	0	U	0	0	- 0
	network	0	3	4	0	0		0	0	0	0	0 0	Ü	0	0	0	0	3	- 4
	Upgrade the software on your																		
	CODEC'S	10	12	16	2	2	2	2 0	0	0	1		1	1		1	14	14	20
	Upgrade the hardware on																		
	your CODEC'S	0	1	3	1	1	(0	0	0	0	0	C	0	0	0	1	2	3
	Replace failed hardware																		
	components on your																		
	CODEC'S	1	0	2	0	0	(0	0	0	0	0	C	0	0	0	1	0	2
	Modify the configuration of																		
	the CODEC'S on your																		
	network	7	3	5	0	0	(0	0	0	0	0	C	1	0	0	8	3	5
	Troubleshoot CODEC'S																		
	problems	2	3	3	0	2	1	0	0	0	0	0	C	0	0	0	2	5	4
	Contact technical support for																		
	CODEC'S problems	3	5	7	1	1	1	0	0	0	0	0	C	0	0	0	4	6	8
	Perform preventive			· ·				Ī Ž		<u> </u>	Ī		Ì	Ī		i -			
	maintenance on CODEC'S	10	14	16	1	2	1	0	0	0	0	0	0	0	0	0	11	16	17
	Add sensors to your network	0	0	0	3	2) 2	0	1	0) (0	0	0	0	5	2	1
	Remove sensors from your		-		Ť						Ť		Ť			<u> </u>			
	network	0	0	0	0	0		0	0	1	0	0		0	0	ا ا	0	0	1
	Move sensors on your		•	0	Ť	Ŭ	1	Ť		<u> </u>	Ť	-	Ť	Ŭ		 	Ŭ		
	network	0	0	0	0	0		0	2		. 0			0	0	، ا	0	2	2
	Upgrade the software on your	U	U	U	U	- 0									U		U		
	sensors	0	0	0	3	5		5 0	2		0	0		О	0		3	7	7
	Upgrade the hardware on	U	U	U	3	, J	<u> </u>	, ,							U		3		
	your sensors	0	0	0	0	0		0	0		0			0	0		0	0	0
	your sensors	U	U	U	U	U	-	, 0	U	<u> </u>	U		·	U	U	0	U	- 0	U
	Replace failed hardware																		
	components on your sensors	0	0	0	0	0		0	0	0	0	0 0	C	0	0	0	0	0	- 0
	Modify the configuration of																		
	the sensors on your network	0	0	0	3	5		5 2	2	! 2	0	0	0	0	0	0	5	7	7
	Troubleshoot sensor																		
	problems	0	0	0	3	5		5 2	2	2	0	0	C	0	0	0	5	7	7
	Contact technical support for																		
	sensor problems	0	0	0	3	0	(0	0	0	0	0	C	0	0	0	3	0	0
	Perform preventive																		
	maintenance on sensors	0	0	0	3	5	5	0	0	0	0	0	C	0	0	0	3	5	5
	Add monitors/displays to	Ţ	T				1	1		1		1		I		1	I T	T	
	your network	1	1	3	0	0	(0	0	0	3	3	3	3	3	3	7	7	9
	Remove monitors/displays						1	1		1		1		I		1		T	
	from your network	0	0	0	0	0		0	0	0	1	1	1	1	1	1	2	2	2
	Move monitors/displays on																		
	your network	3	2	3	0	0	0	0	0	0	1	1	1	1	1	1	5	4	5
	Upgrade the software on your																		
	monitors/displays	0	0	0	0	0		0	0	0	1	1	1	1	1	1	2	2	2
	Upgrade the hardware on				Ì	Ì		Ĭ Ť		Ì	Ĭ	i -				<u> </u>			
	your monitors/displays	0	0	2	0	0		0	0	0	1	1	1	1	1	1	2	2	4
	Replace failed hardware				ľ		 	Ĭ	T ,	† Š	†	†	<u> </u>	<u> </u>	<u> </u>	†			
	components on your									1		1		I		1			
	monitors/displays	0	0	^	0	0	, ,) 0	0			1	- 1	4	4	1	2	2	2
	Modify the configuration of	- 0	U	0	- 0	-		1 '		1	1 '	 	 	<u> </u>	-	 			
	the monitors/displays on your									1		1		I		1			
	network	0	0	_	0	_	۔ ل	, ,	_			.		_	_		_		_
	HELWOIK	0	0	0	0		1	η U	0	1 0	1	1 1	1 1]	1	1 1	2	2	2

	Troubleshoot						1		1	1	1	1	1				1	1	
	monitors/displays problems	0	0		0												2	0	
	monitors/displays problems	0	0	2	0	0	- 0	C) (0	1	1	1	1	1	1	2	2	- 4
	Contact technical support for																		
				_							l .	l .							
	monitors/displays problems Perform preventive	0	0	2	0	0	U	C	0 0	0	1	1	1	1	1	1	2	2	- 4
	maintenance on																		
	monitors/displays	0	0	0	0	0	0	C) (0	1	1	1	1	1	1	2	2	2
	Add video input device to																		
	your network	3	4	3	2	0	2	1	1	1	2	6	12	2	6	12	10	17	30
	Remove video input device																		
	from your network	0	0	0	0	0	0		1	1	2	2	2	2	2	2	4	5	5
	Move video input device on																		
	your network	3	4	3	0	0	0	5	5 2	3	2	2	2	2	2	2	12	10	10
	Upgrade the software on your																		
	video input device	10	14	16	2	2	4	. 2	2 2	2	C	0	0	0	0	0	14	18	22
	Upgrade the hardware on																		
	your video input device	0	2	2	0	0	0) (C	0	0	0	0	0	0	2	2
	Replace failed hardware																		
	components on your video																		
	input device	1	0	0	0	0	1		0	ا ا	C	0	0	0	0	0	1	0	1
	Modify the configuration of		- 0		1		 '		, .		1	1 0	-	- 0		- 0	 '	U	
	the video input device on your																		
	network	1		2	2	2		. 5	5 2		20	20	20	20	20	20	48	45	51
	Troubleshoot video input	1	1	3	2		4		2	4	- 20	20	20	20	20	20	48	45	51
		_		_	_	_		_		_	_			_					
-	device problems	3	4	2	2	2	4	. 2	2 1	2	6	12	18	6	12	18	19	31	44
	Contact technical support for																		
	video input device problems	3	4	2	2	0	2	5	5 2	. 2	6	12	18	6	12	18	22	30	42
	Perform preventive																		
	maintenance on video input																		
	device	4	4	4	. 2	2	4	. 2	2 2	! 2	2	2 6	12	2	6	12	12	20	34
	Add data services wired faxes																		
	to your network (such as																		
	stand alone faxes, not fax																		
	functions supported by PC																		
	modem cards)	0	0	0	9	4	4) (2	2	2	2	2	2	13	8	8
	Remove faxes from your																		
	network	0	0	0	0	0	0		0		2	2	2	2	2	2	4	4	4
	Move faxes on your network	0		0	0	0	0	Ò			4		4	4	4	4	8	8	. 8
	Upgrade the software on your	Ť	Ŭ	Ĭ	Ť	Ĭ	Ť	Ì					<u> </u>				Ĭ	Ŭ	Ť
	faxes	0	0	0	0	0	0) (ا ا	C	0	0	0	0	0	0	0	0
	Replace failed hardware	- 0	- 0				-		, .				-	- 0	- 0	- 0	U	0	
	components on your faxes	5		_	2	_	_				3	3	_		3	_	13	12	13
-	Modify the configuration of	- 5	4	- 5	1 2	2	1 2		, 0	1 0	1	3	3	3	3	3	13	12	13
		١ .	l -	l -	J -	l -	-] .			Ι.] .	l .			١.	اء	۔	_
	the faxes on your network	0		0	V	0	0	(4		4	4	4	4	8	8	8
-	Troubleshoot fax problems	10	12	15	2	2	2	(0	1 0	4	4	4	4	4	4	20	22	25
	Contact technical support for							I		1		1							
	fax problems	4	4	8	2	2	2) (0	2	2	2	2	2	2	10	10	14
	Perform preventive																		
	maintenance on faxes	4	4	4	84	88	92		0	0	2	2	2	2	2	2	92	96	100
	Perform preventive							I		1		1							
	maintenance on emergency																		
	wired data network							I		1		1							
	components	0	0	0	0	0	0	C	0	0	C	0	0	0	0	0	0	0	0
	Add other types of wired data																		
	network components	2	2	2	12	12	12		0	0	6	8	8	1	0	0	21	22	22
										Ì		Ì	Ī						
	Remove other types of wired							I		1		1							
	data network components	110	110	110	12	12	12		n n	م ا	6		6	n	n	n	128	128	128
	aala nottront componente	110	110	110	12	12	12		, ,					U	U	U	120	120	120

	Move other types of wired					1			1		1								
	data network components	85	85	85	0	0	0	0	0	0	1	1	1	6	12	12	92	98	98
	Upgrade software on other	00	- 00	- 00	·	·		·		·						12	32	50	50
	types of wired data network																		
	components	550	550	550	184	184	184	0	0	0	2	2	2	0	1	- 1	736	737	737
-	Upgrade hardware on other	330	550	330	104	104	104	U	U	U				0			730	131	131
	types of wired data network																		
	components	075	075														007	007	
		275	275	275	12	12	12	0	0	U	0	0	0	0	0	0	287	287	287
	Replace failed parts on other																		
	types of wired data network																		
	components	55	55	55	12	12	12	0	0	0	0	0	0	0	0	0	67	67	67
	Modify configuration of other																		
	types of wired data network																		
	components	2	2	2	184	184	184	0	0	0	6	8	8	6	6	6	198	200	200
	Troubleshoot other types of																		
	wired data network																		
	components	275	275	275	12	12	12	0	0	0	6	24	24	2	2	2	295	313	313
1	Contact technical support for	210	270	210	12	12	12	·		·	·	2-7	2-7				200	010	010
	other types of wired data					1			1										
	network components				40	40	40		_ ا		_				_	_	70	74	74
-	Perform preventive	55	55	55	12	12	12	0	0	0	2	4	4	1	0	0	70	71	71
						1			l										
	maintenance on other types					1			l										
	of wired data network					1			l										
	components	55	55	55	184	184	184	0	0	0	0	0	0	0	0	0	239	239	239
	Provide modified					1			1										
	documentation after new																		
	installs/upgrades for other																		
	types of wired data network																		
	components	550	550	550	52	52	52	0	0	0	2	2	2	0	0	0	604	604	604
	Any other instances of unique	330	330	330	32	32	52	- 0	0					- 0	0	- 0	004	004	004
	Services/Functions related to																		
	wired data services *																		
	Services not covered in the																		
	other forms.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Provide user training for wired																		
	data services	48	48	48	0	0	0	0	0	0	6	8	8	6	8	8	60	64	64
	Number of help desk requests																		
	in support of wired data																		
	services	208	208	208	625	524	600	0	0	0	60	120	120	60	120	120	953	972	1048
	00.11000	200	200	200	020	UL.			Ť	Ŭ	- 00	120	120	- 00	120	120		0.2	1010
	Install inside cable in support					1			l										
		_		_	000	200	000		_			٠.					054		050
1	of wired data services	6	14	6	200	200	200	1	2	2	22	24	24	22	24	24	251	264	256
						l			l		I								
	Maintain inside cable in					l			l		I								
	support of wired data services	6	6	6	0	0	0	48	48	48	24	24	24	24	24	24	102	102	102
						1			l										
	Troubleshoot inside cable in					l			l		I								
	support of wired data services	4	4	4	50	50	50	48	48	48	24	24	24	24	24	24	150	150	150
	Upgrade inside cable in					l			l		I								
	support of wired data services	0	0	0	20	2000	20	0	0	0	0	2	15	0	2	15	20	2004	50
l	Capport of Willow data Scryices	0	0	U		2000	20		├	-	- v		10	- 0		10	20	2004	50
	Install outside cable in					l			l		I								
			_	_			_		-			_	_			_	اء	اء	-
	support of wired data services	0	0	0	0	0	0	0	0	0	0	3	3	0	3	3	0	6	6
						l			l		I								
	Maintain outside cable in					l			l		I								
	support of wired data services	0	0	0	0	0	0	4	3	5	0	1	1	0	1	1	4	5	7
						1			1										
	Troubleshoot outside cable in					1			l										
	support of wired data services	0	0	0	0	0	0	5	3	5	0	1	1	0	1	1	5	5	7
	, , ,														•				

1				l			1	1	1	1	1						1		
	Upgrade outside cable in																		
	support of wired data services	0	0	0	0	0	(0	0	0	0	0	3	0	0	3	0	0	6
C.5.3.4.	VTC/Video Services					_			Ť	Ť									
	Project Planning and																	\neg	
	Management																		
	A Project Completed	3	4	7	1	0	() 4	4	4	0	0	0	0	0	0	8	8	11
	An approval or a Needs					_										-			
	Assessment for new systems,																		
	major upgrades, or																		
		3	4	7	1	1	9	,			0	0	0	0	0	0	4	5	9
	modifications submitted Install, Operate and Maintain			· ·			1	1			Ŭ	Ŭ	Ŭ	Ť					
	Video Teleconferencing																		
	Services																		
	Process FTS requests for																	\neg	
	VTC service.	10	7	7	2	0	1	5	6	6	0	0	0	0	0	0	17	13	14
	Process FTS Disconnect																		
	Orders for VTC services.	0	0	0	0	0	(0	0	0	0	0	0	0	0	0	0	0	0
	Install Video							Ī	Ì	Ì	T -			i -				-	
	Teleconferencing Equipment										I								
	researchering Equipment	3	2	5	2	0		1	1	1	40	76	96	4	6	6	50	85	108
	Resolve problems with Video		_	Ť			<u> </u>	1						1		Ť			
	Teleconferencing Equipment										I								
		10	40	60	5	3	4	48	48	48	5	3	3	12	3	3	80	97	118
	Perform PM on Video																	\neg	
	Teleconferencing Equipment																		
	3 11	11	11	16	11	11	11	2	2	2	1	4	4	1	4	4	26	32	37
	De-install Video																		
	Teleconferencing Equipment																		
	0 1 1	0	0	0	0	0	C	0	0	0	40	76	96	4	4	4	44	80	100
	Resolve desktop video																		
	teleconferencing equipment																		
	problems	0	0	2	60	60	60) 3	4	5	0	0	0	3	3	3	66	67	70
	Move video teleconferencing																		
	equipment or services																		
		2	5	3	0	0	(0	0	0	0	0	0	48	72	72	50	77	75
	Add video teleconferencing																		
	equipment or services	3	2	5	2	0	1	0	3	3	0	0	0	4	2	2	9	7	11
	Change video																		
	teleconferencing equipment																		
	or services, including																		
	configuration modification.	11	11	16	0	0	3	3 0	0	1	0	0	0	1	0	0	12	11	20
	Delete video teleconferencing																		
	equipment or services																		
		0	0	0	0	0	(0	0	0	0	0	0	1	0	0	1	0	0
	Provide user training for video																		
	teleconferencing equipment																		
	or services	11	11	16	48	48	48	3 1	1	1	0	0	0	6	0	0	66	60	65
	Move CCTV equipment or																		
	services	0	0	0	0	0	(0	0	0	0	0	1	0	1	1	0	1	2
	Add CCTV equipment or																		
	services	0	0	0	0	0	(0	0	0	0	0	0	1	0	0	1	0	0
	Change CCTV equipment or																		
	services	0	0	0	0	0	(0	0	0	1	1	1	1	1	1	2	2	2
	Delete CCTV equipment or																	T	· · · · · ·
	services	0	0	0	0	0	(0	0	0	0	1	1	0	1	1	0	2	2
	Move surveillance systems			1							1							Ţ	
	equipment or services	0	0	0	0	0	(0	0	0	0	0	0	0	0	0	0	0	0
	Add surveillance systems			1							I								
	equipment or services	0	0	0	0	0	() 1	0	0	1	0	0	1	0	0	3	0	0

	Change surveillance systems																		
	equipment or services	0	0	0	0		0	0	1	0	0	0	0	0	0	0	0	1	0
	Delete surveillance systems																		
	equipment or services	0	0	0	0	C	0	0	0	0	0	0	0	0	0	0	0	0	0
	Move streaming video																		l
	equipment	0	0	0	0	1	1	4	1	1	25	30	40	25	30	40	54	62	82
ł	Add streaming video	0	0	0				2					١,		1		_	3	
	equipment Change streaming video	U	U	U	- '		U		- '	-		- '	- '		-		3	3	
ł	equipment	0	0	0	1	c	2	0	1	1		1	1		1	1	1	3	5
	Delete streaming video	- 0		- 0				- 0	'	'			<u>'</u>		'	<u>'</u>	<u>'</u>		
ł	equipment	0	0	0	0		0	0	1	1	0	0	0	0	0	0	0	1	1
	Requests for video capture	0	0	0	27	27	60	4	3	4	45	50	75	45	50	75	121	130	214
	Requests for video archive	0	0	0	35	30	60	4	3	3	0	0	0	0	0	0	39	33	63
	Number of help desk requests																		
ł	in support of Video services																		ı
		42	125	198	36	36	60	8	10	12	30	28	29	30	28	29	146	227	328
l	Instances of unique																		
	applications related to video	10	25	50	0	c	_	_				12	12		12	12	19	50	75
	services Install inside cable in support	10	25	50	- 0		0	1	1	1	4	12	12	4	12	12	19	50	/5
	of video services	3	2	5	0	c	2	0	0	2	0	0	0	4	4		7	6	13
	Maintain inside cable in												-		_	<u> </u>	<u> </u>	·	
ł	support of video services	1	3	5	36	36	36	2	2	2	0	0	0	0	0	0	39	41	43
	Troubleshoot inside cable in								_	_	_		-		,	1			
	support of video services	1	3	5	2	2	0	0	0	0	0	0	0	8	8	8	11	13	13
	Upgrade inside cable in																		
	support of video services	2	3	5	0	C	0	0	0	0	0	0	0	0	0	0	2	3	5
	Install outside cable in																		1
	support of video services	0	0	0	0	C	0	0	0	0	0	0	0	0	0	0	0	0	0
ł	Maintain outside cable in				0	١.				٥									
—	support of video services Troubleshoot outside cable in	0	0	0	- 0	C	0	0	0	0	0	0	0	0	0	0	0	0	- 0
ł	support of video services	0	0	0	0		0	0	0	٥	0	0	0	0	0		0	0	0
	Upgrade outside cable in	- 0		- 0	0		-	- 0	0	0		- 0	0	U			·	0	
	support of video services	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0
	Support of Video Scrivices																		
C.5.3.5	Radio Services and Support																		
ł	Project Planning and																		I
<u> </u>	Management																		
	The number of Radio Service	199	199	219	49	49	50	0	1	4	10	10	9	10	10	9	268	269	291
	or Support projects you plan,															1			
l	Install, Operate and Maintain																		I
	Radio Services and Support																		I
	Install, test and submit for						1					1		l l		1	1		
	acceptance new or upgraded																		l
	systems	0	1	20	5	5	5	60	72	126	3	3	3	3	3	3	71	84	157
	Provide 'as built'																		
	documentation of system	0	1	20	5	5	5	0	0	0	3	3	3	3	3	3	11	12	31
	Resolve radio equipment																		
<u> </u>	problems	2	0	2	25	25		144	144	108	8		6	8	5	6	187	179	152
	Move mobile equipment	0		0	0	C		0	0		0		0	0			0	0	
	Add mobile equipment	0		0	0	C	0	12	12		0		0	0		0	12	12	12
	Change mobile equipment De-install mobile equipment	0		2	0	1	1	12 12	12 12		0		1	0		1 1	12 12	17 12	69 12
	Move base station equipment	0	0	0	- 0		0	12	12	12	- 0	0	0	0	0	0	12	12	12
	wove base station equipment	1	0	1	2		2	0	0	0	1	1	1	1	1	1	5	4	5
	1		U					U	U	U			<u> </u>		<u> </u>	<u> </u>	. 5	4	

1	A					1	ı		ı	ı		ı	ı	1		ı	1	ı	T 1
	Add base station equipment	0	0	0	3	2	5	0	0	0	2	2	2	2	2	2	7	6	. 9
	Change base station					_	_						_					-	
	equipment	0	0	0	4	4	4	0	0	39	2	2	2	2	2	2	8	8	47
	De-install base station																		
	equipment	0				0	0	0	0				0	0			0	0	
	Move repeaters.	0			0		1	0	0				1	0			0		
	Add repeaters Change repeaters	0			5	5		0	0		0		1	0		1	5	7	-
	De-install repeaters	0			0			0	0		0		0	0		1	0		
	Move radio control consoles	- 0	0	0	· ·	0	0	- 0	0	0			0	- U			· ·	0	- 0
	Wove radio control concolect	1	0	0	2	2	2	0	0	0	2	2	2	2	2	2	7	6	6
	Add radio control consoles.	0			4	4	4	0			1		1	1	2	1	6		
	Change radio control																		
	consoles.	0	0	0	6	6	6	0	0	39	0	1	1	0	1	1	6	8	47
	De-install radio control																		
	consoles.	0		1	0	0	0	0	0	0	0		0	0	·		0	1	1
	Move data radios	0			1	1	1	0	0		1		1	1	1	1	3	3	_
	Add data radios.	0			2	2			ļ	ļ	0		1	0		1	2	4	
	Change data radios.	0			4	4			ļ	ļ	0		1	0		1	4	6	
	De-install data radios.	0			0	0					0		0	0			0		
	Move AM radios.	0			0	0		0			0		0	0			0		_
	Add AM radios.	0			0			0					0	0			0	-	
	Change AM radios.	0			0	0	_	3	0				0	0			3	-	-
	De-install AM radios.	0			0			0					0	0			0		
	Move FM radios.	0			3	3		0	0		1		2	1	1		5		
	Add FM radios.	0			2	2		0		-	2		2	2			6		
-	Change FM radios.	0			2	4		0	0		2		2	2 0			6		
	De-install FM radios. Move Public Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Broadcast or information	0									0						٥		
	radios. Add Public Service Broadcast	0	0	0	0	0	- 0	0	0	0	0	0	U	0	0	U	U	0	U
	or information radios.																		
	or information radios.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Change Public Service	- 0	0	0	- 0	0	0	- 0	-	0	- 0	-	-	-	0	-	- 0	0	- 0
	Broadcast or information																		
	radios.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	De-install Public Service		·	·	Ŭ			·				ľ		Ĭ		Ĭ	Ŭ		
	Broadcast or information																		
	radios.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Move radio or microwave		Ť	Ť	Ť	Ĭ	Ť	Ť	Ĭ	Ĭ	Ť	Ť	Ĭ	Ī	Ť	Ť	Ť	Ĭ	
	tower.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Add radio or microwave				<u> </u>	i				i				<u> </u>	1	1	<u> </u>	i -	
	tower.	0	0	0	0	0	1	0	0	0	0	0	1	0	0	1	0	0	3
	Change radio or microwave																		
	tower.	0	0	0	0	0	1	0	0	0	0	0	1	0	0	1	0	0	3
	De-install radio or microwave																		
	tower.	0	0	0	0	7	2	0	0	5	0	0	0	0	0	0	0	7	7
	Move radio control over IP					1				1									
	device.	0	0	0	0	0	2	0	0	0	0	0	2	0	0	2	0	0	6
	Add radio control over IP					1			1	1			1					1	
	device.	0	0	0	0	5	10	0	0	0	0	1	2	0	1	2	0	7	14
	Change radio control over IP																		
	device.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	De-install radio control over																		
	IP device.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Move terminating equipment																		
	(MUX)	0	0	0	2	2	4	0	0	0	0	0	0	0	0	0	2	2	4

	Add terminating equipment (MUX)	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	2
	Change terminating	0	0			0		U	0	0	- 0	0	0	- 0			- 0	U	
	equipment (MUX)	0	0	0	6	4	10	0	0	0	0	0	0	0	0	0	6	4	10
	De-install terminating																		
	equipment (MUX)	0	0	0	0	21	2	0	0	5	0	0	0	0	0	0	0	21	7
	Perform preventive																		
	maintenance on radio		_	_															
	equipment Remove and reinstall mobile	1	0	0	60	60	60	24	24	24	4	4	4	4	4	4	93	92	92
	radios for vehicle																		
	replacement	1	2	2	0	0		18	17	64	0	0	٥	0	0	0	19	19	66
-	Test and operate equipment				U	0	U	10	17	04	- 0	0	0	- 0	U	U	19	19	- 00
	in order to establish its																		
	operating characteristic																		
	parameters and permissible																		
	tolerances	52	52	52	120	120	120	60	60	60	20	20	20	20	20	20	272	272	272
	Programming radio user	-		-															
	groups, frequencies, CTCSS,																		
	NACS, talk groups, user																		
	groups, and other required																		
	parameters	1	2	2	80	80	80	0	0	365	0	2	2	0	2	2	81	86	451
	Radio Equipment and																		
	Spectrum XXI Information																		
	System (IS) support																		
	Power systems installed	0	-	-	1	1	1	6			0			0	0	0	7	15	9
	Power systems de-installed	0			1	1	1	6			0			0	0	0	7	15	9
	Power systems moved	0			0	-	0	0			0		0	0	0	0	0	0	0
	Tower inspections Replace tower lighting	0			23	23	24	12 0	12 0		0		4	0	4 0	4	47 1	47	48
	Request new frequency	0	U	U	1	1	1	0	0	U	- 0	U	0	- 0	- 0	0	1	1	1
	assignments.	1	20	20	0	46	15	0	250	12	0	2	2	0	2	2	1	320	51
-	Review existing frequency	-	20	20	0	40	10	0	230	12	- 0			- 0			- '	320	- 31
	assignments (5-year update)																		
	assignments (5 year apaate)	50	72	105	84	197	50	60	250	72	21	43	4	21	43	4	236	605	235
	Report frequency interference																		
	1, ,	0	0	0	2	0	2	2	2	2	2	1	2	2	1	2	8	4	8
	Interference cases																		
	investigated	1	0	0	Ü	5	10	2	2	2	2		2	2	1	2	16	9	16
	Interference cases resolved	1	0	0	7	2	8	2	2	2	2	1	2	2	1	2	14	6	14
	Gather and compile radio																		
	equipment contract																		
	requirements	1	1	1	10	6	3	0	0	12	2	2	2	2	2	2	15	11	20
	Assist in the development of																		
	radio contract solicitation	0	0	0	6	6	6	0	0	0	2	2	2	2	2	2	10	10	10
	Assist in evaluation of		١,		6	Ι.,		0	١ .	١ ,	2	2		2	2		11	44	11
L	solicitation bids	1	1	1	6	6	6	0	0	0	2	2	2	2	2	2	11	11	11

C.5.3 Communications C.5.3 Wireless Voice and Data Communications C.5.3.1 Wireless Voice and Data C.5.3 Wireless Warming C.5.3 Wirele	RAGRAPH		I	0=01:-	_		0=011:-													
C.5.3.1 Wireless Voice and Data	OMRFK		EV05	CESWF		EV/00	CESWG		EVOC	CESWL	EVer	EVCC	CESWT		EVec	CESWD			FY04	ALS FY05
C.S.3.1 Wireless Voice and Data Project Planning and Nanagement Studies Submitted 0 0 12 12 12 2 2 2 1 1 1			FYU5		FYU5	FY03	FY04	FYU5	FY03	FY04	FYU5	FY03	FYU4	FYU5	FY03	FYU4	FY05	FYU3	FYU4	FY05
Project Planning and Management																			<u> </u>	
Management																			<u> </u>	L
Studies Submitted																				1 '
Consults Provided																			<u> </u>	L
Business Cases prepared O O O D Design's created and submitted O O O Design's created and submitted O O O Design's created and submitted O O O Design's created O Desi			·	·				12	2	2	2	1	1	2	0	1	0			16
Design's created and						6	6	6	7	7	7		_	10	-		12	45		47
Submitted			0	0	0	2	2	2	1	1	1	1	1	2	0	1	0	4	5	5
Tests conducted																				l
Certification's completed			V	, ,		2	2	2	1	2	1	·	_	2	0	1	0	3	7	5
Project's created and															Ŭ					14
Submitted O O O E S S S S S S S S S			0	0 0	0	0			2586	2676	2528	0	0	0	0	0	0	2586	2676	2528
Wireless Voice and Data Services Services Services Services Routers installed O O O O O O O O O		,	_			_			_	_				_	_			_		1 _
Services			0	0 0	0	6			3	3	3	0) 2	2	0	1	0	9	6	- 5
Routers configured 0 0 0 0 24 24 24 25 4 0 0 0 0 0 24 24 24 24 24 4 5 4 0 0 0 0 0 24 24 24 24 25 4 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0																				l
Routers configured 0 0 0 0 0 0 0 0 4 5 4 0 0 0 0 0 24 A A Bouters deinstalled 0 0 0 0 24 12 24 0 0 0 0 0 0 0 0 0 24 A A Pactivated 0 0 0 3 3 0 0 0 0 0 4 5 4 5 4 10 22 26 A A Pactivated 0 0 0 3 24 112 24 4 5 4 6 60 60 60 60 60 60 60 86 A A Pactivated 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0																				—
Routers deinstalled										_							<u> </u>			28
AP activated 0 0 0 3 0 0 0 4 5 4 60 0 60 60 60 68 88 AP configured 0 0 0 3 24 12 24 4 5 4 60 0 60 60 60 60 68 88 AP deactivated 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0						_	_	-							<u> </u>		<u> </u>		_	4
AP configured 0 0 0 3 24 12 24 4 5 4 60 60 60 88 AP deactivated 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0								24	0								<u> </u>			24
AP deactivated			V		_	·		0	4								<u> </u>			33
Pagers activated															!		 			91
Pagers deactivated					_	, v	·	0												<u> </u>
Mobile satellites activated					_		3	0	_ '		-			0						0
Mobile satellites deactivated					_	11	3	0	_ ~					0		_				2
Cellular telephone activatec			0	0 0	0				2	0	2	2 0	0	0	0	0	0	2	0	<u> 2</u>
Cellular telephone deactivated	M	Nobile satellites deactivated	0	0 0	0				0	1	0	0	0	0	0	0	0	0	1	0
deactivated			85	86	84	141	104	114	13	13	13	25	30	30	6	6	6	270	239	247
PDA activated																				l
PDA deactivated			·	·				0	1	1	1	-	_	3	3	3	3			13
GPS activated 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0			<u> </u>					10	_						4					123
GPS configured 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0						0	2	1						0	Ŭ					2
GPS deactivated			v						·					3		_		Ŭ		3
Microwave radio activated (analog)			0	,											0			0	0	0
(analog) 0<			0) (0				0	0	0	0	0	0	0	0	0	0	0	- 0
Microwave radio activated (digital) 0 0 0 0 3 1 1 1 0 0 0 0 0 0 3 3																				l
(digital)			0	0 0	0		 		2	0	0	0	0	0	0	0	0	2	0	0
Microwave radio configured (analog)			I			I							.]					I		1
(analog) 0 0 0 0 0 9 Microwave radio configured (digital) 0 <td></td> <td></td> <td>0</td> <td>) C</td> <td>0</td> <td></td> <td> </td> <td></td> <td>3</td> <td>1</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>3</td> <td>1</td> <td><u> </u></td>			0) C	0		 		3	1	1	0	0	0	0	0	0	3	1	<u> </u>
Microwave radio configured (digital)			l .			I			I -	_	_		.l .	l -	l .	l -] _] .		
(digital)			0	0 0	0	1	<u> </u>		5	5	5	4	4	8	0	0	0	9	9	13
Microwave radio deactivated (analog) 0 0 0 0 5 0 1 2 0 4 0 0 0 7 Microwave radio deactivated (digital) 0 0 0 137 160 85 0 0 0 4 0 0 0 0 0 141 Microwave repeater installed (analog) 0 0 0 137 160 85 0 0 0 0 0 0 0 0 0 0 137 Microwave repeater installed (digital) 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0						I			l _	_	_		, ,	_		l _] _		_	i -
(analog) 0 0 0 0 1 2 0 4 0 0 0 0 7 Microwave radio deactivated (digital) 0 0 0 137 160 85 0 0 0 4 0 0 0 0 0 141 Microwave repeater installed (digital) 0 0 0 137 160 85 0<				0	0	1	1		5	5	5	0	0	0	0	0	0	5	5	5
Microwave radio deactivated (digital)						I			_	_	l .				_	_	_	I _		i _
(digital)			0) C	0	1	1	-	5	0	1	2	0	4	0	0	0	7	0	5
Microwave repeater installed (analog)						40-				_				_	_				400	
(analog) 0 0 0 137 160 85 0 <			-	1 0	0	137	160	85	0	0	1 0	4	1 0	0	0	0	0	141	160	85
Microwave repeater installed (digital)						40-				_			, ,	_	_			40-		
(digital)			·	0	0	137	160	85	0	0	1 0	0	0	- 0	0	0	1 0	137	160	85
Microwave repeater configured (analog) 0 0 0 0 0 4 4 0 0 0 0 4 Microwave repeater configured (digital) 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0						I			l .	_	_			_	l .	_] .	_	i .
configured (analog) 0 0 0 0 4 4 0 0 0 4 Microwave repeater configured (digital) 0			0) C	0		 		0	0	0	0	0	0	0	0	0	0	0	0
Microwave repeater configured (digital) 0 0 0 0 0 0 0 0 0 0 0 0 0 0						I			_	_	_		.l .	_	_	_	_			i .
configured (digital) 0 0 0 0 0 0 0 0 0 0 0 0			0	0	0	1	1		0	0	0	4	4	0	0	0	0	4	4	0
			I .						l .	_	_			_	l .	_] .	_	l -
			0	0	0	1	1		0	0	0	0	0	0	0	0	0	0	0	0
Microwave repeater 0 0 0 0 0 4 0 6 0 0 0 4			Ι.			I				_			.l .	_		_		Ι.	_	i -

	In at																		
	Microwave repeater																		
	deactivated (digital)	0	0	0				0	0	0	C	0	0	0	0	0	0	0	0
	Microwave repeater																		
	deinstalled (analog)	0	0	0				0	0	0	4	0	6	0	0	0	4	0	6
	Microwave repeater																		
	deinstalled (digital)	0	0					0	0	0	C		0	0	-	_	0	0	0
	Work Orders Submitted	98	154					1091	1091	1091	8		16	7			1204	1266	1276
	Work Orders completed	98	154	156				1091	1091	1091	C	0	0	7	13	13	1196	1258	1260
	Add wireless data network																		
	component	0	0	0				2	2	2	C	0	10	0	0	0	2	2	12
	Remove wireless data																		
	network component	0	0	0				2	2	2	C	0	5	0	0	0	2	2	7
	Move wireless data network																		
	component	0	0	0				2	2	2	C	0	0	0	0	0	2	2	2
	Upgrade software wireless																		
	data network component	0	0	0				0	0	0	C	0	4	0	0	0	0	0	4
	Upgrade hardware wireless																		
	data network component	0	0	0				0	0	0	C	0	5	0	0	0	0	0	5
	Replace failed parts on							Ī		i -			Ī		1				
	wireless data network			1						1						1			
	component	0	0	0				0	0	0	C	4	10	0	0	0	0	4	10
	Modify configuration of	Ť	Ť	Ť				Ť	l	l	Ì	<u> </u>		Ť	Ť	Ť	Ť		
	wireless data network											1				1			
	component	33	30	35				0	0	0	C	0 0	Δ			1	33	30	39
	Troubleshoot wireless data	00	00					Ů	·			1	7				- 00	- 00	
	network component	0	0	0				2	2	2	4	10	30	0	0	م ا	6	12	32
	Contact technical support for	- 0	0	-							_	10	30	- 0		-	- 0	12	- 32
	wireless data network																		
	component	0	0					0	0	0	C		10	0	0		0	2	10
	Add wireless data network	U	U	U				U	U	U			10	U	U	0	U		10
		0	0					0			C		10	0	0		0		10
	component	U	0	0				0	0	U		4	10	0	U	0	U	4	10
	Provide modified	_	_						_		_			_	_		_		
	documentation	0	0	0				0	0		C		10	0			0	4	10
	Provide unique service	0	0	0				0	0	0	C	0	2	0	0	0	0	0	2
C.5.3.2	Voice Services (wired)															ļ			
	A Project Completed																		
	Replacement Plan for Wired																		
	Voice equipment Developed																		
		0	0		7	10		6	4		C		5	0	1	0	13	18	12
	Develop Plans	0	-		6		_	24				3	5	0		0	30		35
	Develop Estimates	5			24	30	30	6	6		1	3	5	0	1	0	36	45	46
	Review submitted projects	5	5		6			6			1		5	1		1	19		23
	Perform Risk assessment	0	0	0	365	365	365	2	2	2	1	3	5	0	1	0	368	371	372
	Prepare documents for			I					l	I		1				1		T	
	changes	0	0	0	96	96		31	31		4		4	0	1	0	131	132	155
	Test and evaluate plans	0	0	0	24	24	24	2	2	2	4	4	4	0	0	1	30	30	31
	Perform backup	0	0	0	192	192	240	180	192	204	4	4	4	0	0	3	376	388	451
	A Device and Service																		
	Provided			<u> </u>			<u> </u>	<u> </u>	<u> </u>	<u> </u>		<u> </u>	<u></u>		<u></u>	<u> </u>			
	Circuits troubleshot and																		
	troubles cleared	24	24	24	34	57	60	60	60	60	2	2	2	15	15	15	135	158	161
	Voice Circuit Installed	8			6	6		33			4	4	. 4	0	2		51	52	51
	Voice Circuit Upgraded	4			3	6		0			C		1	0	0	0	7	12	11
	Voice Circuit Disconnected	1			3			8			0		0	50			62	15	215
	ISDN Circuit requested to be		·	- 	Ĭ			ľ	ľ	l	Ì	t '	İ	30	<u> </u>	1 202	, J		
	installed	3	4	4	3	1	. 4	5	1	1	2		2	0	0	n n	13	9	11
	ISDN Circuit requested to be	3	-	<u> </u>					<u> </u>	<u> </u>		1			<u> </u>	1	13	- 3	
	disconnected	0	7	_	2	3	2	٥	1	_	C		1	0	3	_	2	14	
	DSL Circuit requested to be	- 0						— "	 			1	 		"	T		17	
1	installed	2	0	,	0		2		2	,			1	0	0		4	2	0
	motaneu		0		0	U		1		3	1		1	0	U	, 0	4		8

	I==: -:																		
	DSL Circuit Requested to be																		
	Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Cable Modem requested to																		
	be installed	0	1	0	0	0	2	0	0	0	2	0	1	0	0	0	2	1	3
	DSL Circuit Requested to be																		
	Disconnected	0	0	0	0	0	0	0	0	0	2	0	0	0	0		2	0	0
	Telephone service added	30	30	30	169	185	240	24	29	24	150	500	50	8	8		381	752	554
	Telephone Service Moved	240	240	240	60	72	84	626	525	134	360	200	50	40	40	100	1326	1077	608
	Telephone Service Changed																		
		274	243	240	60	96	120	34	34	34	450	450	250	20	10	350	838	833	994
	Telephone Service Deleted	48	48	48	24	24	24	16	16	16	150	450	50	0	10	250	238	548	388
	Voicemail account moved	60	60	60	60	72	84	57	137	22	0	0	0	6	6	40	183	275	206
	Voicemail account added	60	60	60	12			13	13	8	150	450	50	10	10		245	545	380
	Voicemail account Changed																		
		120	120	120	24	24	24	13	21	9	50	50	50	12	10	250	219	225	453
	Voicemail account De-	120	120	120								- 00	- 00			200	2.0		- 100
	installed	30	30	30	12	12	12	6	14	6	50	50	50	2	2	200	101	108	298
-	Voicemail Menu Created	10	10	10	3	12	12	57	137	22	2	2	10	0	0		72	152	296 51
-	Voicemail Menu Modifiec	10	10	10	2	2	2	16	137	22	2		6	0	0		30	23	31
-	Voicemail Nenu Modified Voicemail System Backed	10	10	10	2	2	2	16	9	9	2	2	6	0	0	4	30	23	31
	Up								٠.				005	0	0		4.5	400	500
-		12	12	12	48	48	96	73	84	84	12	49	365	0	0	6	145	193	563
	Switchboard Operator Calls																	J	
	Processed (District HQ)	1	1	1	0	0	0	0	0	0	0	0	0	0	0	1	1	1	2
	Audio Conference Bridge																		
	Modified	10	10	10	43	51	60	4	4	4	0	0	0	5	3	5	62	68	79
	PBX or Key System Installed																		
		0	0	0	1	5	2	4	4	4	0	0	0	0	1	0	5	10	6
	Preventative maintenance on																		
	a PBX or Key system																		
	performed	12	12	12	365	365	365	4	4	4	12	10	0	0	0	6	393	391	387
	PBX or Key System backup																		
	performed	12	12	12	48	48	96	60	60	60	365	226	0	0	0	6	485	346	174
	Problem on a PBX or Key						- 00	- 00	- 00	- 00		LLO		·		Ĭ	.00	0.0	
	System Resolved	240	240	240	30	30	30	49	50	50	7	6	0	0	0	240	326	326	560
	PBX or Key System Program	240	240	240		00	- 00	45	- 00	- 00		Ū				240	020	020	- 500
	Change made	480	480	480	18	18	18	114	97	39	3		0	0	0	360	615	599	897
	Call accounting system	460	460	460	10	10	10	114	97	39	3	4	- 0	U	U	360	615	599	097
	Managed	24	24	24	005	365	005		0		1		,		0	40	390	390	400
		24	24	24	365	365	365	0	0	0	1	1	1	0	0	12	390	390	402
	Call Accounting Report							_	_		_	_							
	generated			12	693	693	693	0	0	0	0	0	12			12	693	693	729
	Backup of the call accounting																		
	system			12	24	24	24	0	0	0	0	0	365			12	24	24	413
	Outside cable plant installed																		
		1	1	1	5	5	6	5	5	5	0	6	6	0	0	0	11	17	18
	Outside cable plant																		
	Maintained	0	0	0	6	6	6	5	5	5	0	6	12	0	0	0	11	17	23
	Outside cable plant																		
	Troubleshot	1	1	1	6	6	6	5	5	5	0	3	6	1	1	1	13	16	19
	Outside cable plant																		
	Upgraded	0	0	0	2	2	3	2	2	2	0	4	6	0	0	0	4	8	11
	Inside cable plant installed	10	10	10	128	163	180	626	525	134	1200	500	600	0	10	0	1964	1208	924
	Inside cable plant Maintained	10	- 10	10	120	100	100	020	020	104	1200	500	000		- 10	Ŭ	1304	1200	- JZ-7
	inside cable plant Maintained	0	0	0	365	365	365	37	37	37	100	100	100	0	0		502	502	502
—	Incide cable plant	U	U	U	305	305	305	37	37	3/	100	100	100	U	U	U	502	502	502
	Inside cable plant														_		20-		
-	Troubleshot	24	24	24	60	84	96	37	37	37	100	100	50	6	6	12	227	251	219
	Inside cable plant Upgraded											l							
L		0	0	0	60	60	60	72	72	72	200	20	20	0	0	0	332	152	152

	Documentation of Alterations to Communications Infrastructure	0	0	0	60	60	60	60	60	60	0	50	50	0	() 1	120	170	171
C.5.3.3	Data Services Wired																		
	Planning and Management of Projects																		
	Develop network tactical,																		
	strategic, and project plans,																		
	including documentation	1	2	1	42	44	48	4	4	4	0	1	6				47	51	59
	Develop network design																		
	plans including cost																		
	estimates.	1	2	1	42	44	48	4	4	4	0	8	12				47	58	65
	Review submitted projects,																		
	specifications and designs.	0	0	0	42	44	48	4	4	4	0	8	12				46	56	64
	Perform risk assessments for			١.				2											
	planned changes Prepare, plan and document	1	2	1	21	22	24	2	2	3	0	8	12				24	34	40
	planned configuration			1															
	changes	0	0	_	1728	1728	1728	42	42	42	0	Ω	12				1770	1778	1782
	Test and evaluate planned			— ·	1/20	1/20	1120	42	42	42	0	l °	12			1	1770	1//0	1102
	configuration changes.	2	2	2	3	3	3	3	3	3	0	8	12				8	16	20
	Perform back-up of planned	_	_ ~		Ť	Ŭ	Ŭ	Ť	- ŭ	_ ĭ		_ ĭ					Ĭ		
	configuration change	2	2	2	360	360	360	3	3	3	0	8	12				365	373	377
	Support Operate and																		
	Maintain																		
	Troubleshoot and clear wired																		
	data circuit service problems	6	6	6	34	57	60	134	148	148	48	48	60				222	259	274
	Install wired data circuits	0			3	3	3	57	54		5		20				65	98	87
	Upgrade wired data circuits	0			2	4	5	122	132	62	0		0				124	151	72
	Request Wired data circuits																		
	disconnect	0	25	5	2	4	5	57	54	59	3	10	10				62	93	79
	Move Wired data circuits	0	1	1	2	2	2	252	252	119	0	0	20				254	255	142
	Update and maintain Network																		
	documentation	3	3	3	60	60	60	155	147	147	2	2	2				220	212	212
	Add routers to your network																		
	(*Note data for layer 2 and																		
	layer 3 switches is input into																		
	the separate switch area that follows)	2	2	,				3	3	,		8	12					13	17
	Remove routers from your							3	3	3		0	12				О	13	
	network	1	2	1				0	4	n	0	0	n				1	6	1
	Move routers on your			<u> </u>	1			ľ	_ -	— °		Ι ΄				†			
	network	1	2	2				6	2	4	0	0	0				7	4	6
	Upgrade the software on				Ī							i -	_						
	your routers	3	3	3				3	31	17	4	4	4				10	38	24
	Upgrade the hardware on																		
	your routers	1	1	1				4	4	4	3	3	10			<u> </u>	8	8	15
	Replace failed hardware			1	I														
	components on your routers	4	4	4	1			5	4	3	6	6	10			 	15	14	17
	Modify the configuration of			1					l .										
	the routers on your network	12	12	12				43	59	54	20	30	40				75	101	106
	Troubleshoot router problems	12	12	12				38	48	43	24	36	40				74	96	95
	Contact technical support for																		
	router problems	3	3	3	1			5	4	41	12	12	18			 	20	19	62
	Perform preventive		_		I						_		_						
	maintenance on routers	0	0	0				24	24	24	0	0	0			l	24	24	24

	1		1			1	1			1	ı	ı			1			-	
	Add switches to your network																		
	(layer 2 and 3 switches)	10	10	10				5	4	,	0	1	1				15	15	1.4
	Remove switches from your	10	10	10					- 4	3	- v	<u> </u>					13	13	
	network	1	2	1				0	0	0	0	0	0				1	2	1
	Move switches on your							Ť			Ť	Ĭ	·				1		
	network	1	2	1				3	3	4	5	6	8				9	11	13
	Upgrade the software on																		
	your switches	3	3	3				4	4	4	48	60	75				55	67	82
	Upgrade the hardware on																		
	your switches	0	0	0				3	4	2	0	3	5				3	7	7
	Replace failed hardware																		
	components on your switches	10	10	10				3	3	3	20	20	20				33	33	33
	Modify the configuration of																		
	the switches on your network	10	10	10				9	12	11	20	30	50				39	52	71
	Troubleshoot switch																		
	problems	15	15	15				22	12	11	20	20	20				57	47	46
	Contact technical support for																		
	switch problems	0	0	0				3	3	3	4	20	20				7	23	23
	Perform preventive	_	_	_								_	_						
-	maintenance on switches	0		0			1	24	24		0		0				24	24	24
	Add hubs to your network	0	0	0		<u> </u>		5	0	0	5	0	0				10	0	- 0
	Remove hubs from your network		_	0					0			10	30				0	10	20
-	Move hubs on your network	0	0	0		-		0	0		5		30				13	10 8	30
	Upgrade the software on	U	U	0				۰		٥	5	U	U				13	٥	
	your hubs	0	0	0				0	0		4	,	2				4	2	2
-	Upgrade the hardware on	0	0	0				U	0	- 0	- 4	. 3					-4	3	
	your hubs	0	0	0				0	0	0	0	0	0				0	0	0
-	Replace failed hardware							Ů			Ĭ						-	Ü	
	components on your hubs	0	0	0				0	0	0	20	20	5				20	20	5
	Modify the configuration on									_									
	the hubs on your network	0	0	0				0	0	0	20	20	5				20	20	5
	Troubleshoot hub problems	0	0	0				3	3	3	20		5				23	23	8
	Contact technical support for																	1	
	hub problems	0	0	0				0	0	0	3	0	0				3	0	0
	Perform preventive																		
	maintenance on hubs	0	0	0				0	0	0	0	0	0				0	0	0
	Add DSU/CSU's to your																		
	network (This section also																		
	includes modular DSU/CSU's																		
	that are part of a																		
	router/switch)	2	2	2				12	15	10	3	15	15				17	32	27
	Remove DSU/CSU from your																		
	network	1	2	1				12	15	10	5	15	15				18	32	26
	Move DSU/CSU on your																		
-	network	1	2	2	l	1	1	8	8	8	0	2	3	-	 	1	9	12	13
	Upgrade the software on	_		_				_	_	_ ا		_	_						_
	your DSU/CSU Upgrade your DSU/CSU	0	0	0		 	-	0	0		0		0		 	1	0	0	- 0
-	Replace failed DSU/CSU	4		0	l	1	1	3	3	_	2		0	 	1	1	9	9	- 0
	Modify the configuration on	4	4	4		 	1	3	3	3	 			-	 	1	9	9	9
I	DSU/CSU	4	4	4				10	10	10	0	0	_				14	14	14
-	Troubleshoot DSU/CSU	4	4	4	-	 	1	10	10	10	- '	T			 		14	14	- 14
	problems	4	4	4				10	10	10	5	5	5				19	19	19
	Contact technical support for		1			1		10	10	1	Ĭ	Ĭ	J					.5	
	DSU/CSU problems	4	4	4		1		10	10	10	5	5	5				19	19	19
										0				•	•			.0	

	A LLOODEOL		-		1		1			1			-		
	Add CODEC's to your														
	network					0	0	0	0	0	0		0	0	0
	Remove CODEC's from your														
	network					0	0	0	0	0	0		0	0	0
	Move CODEC'S on your														
	network					0	0	0	0	0	0		0	0	0
	Upgrade the software on														
	your CODEC'S					0	0	0	0	0	0		0	0	0
	Upgrade the hardware on														
	your CODEC'S					0	0	0	0	0	0		0	0	0
	Replace failed hardware														
	components on your														
	CODEC'S					0	0	0	0	0	0		0	0	0
	Modify the configuration of														
	the CODEC'S on your														
	network					0	0	0	0	0	0		0	0	0
	Troubleshoot CODEC'S														
	problems					0	0	0	0	0	0		0	0	0
	Contact technical support for														
	CODEC'S problems					0	0	0	0	0	0		0	0	0
	Perform preventive	1				Ť	ľ	Ť	Ť	ا ا	Ť				-
	maintenance on CODEC'S					0	0	0	0	0	0		0	0	0
	mamenanes en sesses e							Ŭ					- v		
	Add sensors to your network					3	7	2	0	0	0		3	7	2
	Remove sensors from your					Ť		_		Ť			Ŭ		
	network					3	2	2	30	100	200		33	102	202
	Move sensors on your								30	100	200		33	102	202
	network					3	2	2	0	0			2	2	2
-	Upgrade the software on	-				3			U	U	U		3		
	your sensors						2			0			0	2	0
	Upgrade the hardware on	-				3			0	U	U		3		
	your sensors						2			0	50		0	2	50
	your sensors					3			0	0	50		3		52
	Dealers falled bandones														
	Replace failed hardware					_	_	_	_				_		
	components on your sensors					3	2	2	5	10	20		8	12	22
	Modify the configuration of														
	the sensors on your network					3	2	2	5	100	200		8	102	202
	Troubleshoot sensor														
	problems					3	2	2	5	20	30		8	22	32
	Contact technical support for														
	sensor problems					3	2	2	0	5	10		3	7	12
	Perform preventive														
	maintenance on sensors					0	0	0	0	0	0		0	0	0
	Add monitors/displays to														
	your network	1	2	1		0	0	0	5	3	6		6	5	7
	Remove monitors/displays	T	T		1		1			1			I	T	
	from your network	0	0	0		0	0	0	0	0	0		0	0	0
	Move monitors/displays on														
	your network	0	0	0	L	0	0	0	0	0	0		0	0	0
	Upgrade the software on														
	your monitors/displays	0	0	0		0	0	0	0	1	3		0	1	3
	Upgrade the hardware on														
	your monitors/displays	0	0	0		0	0	0	0	0	0		0	0	0
	Replace failed hardware	-													
	components on your														
	monitors/displays	0	n	0		0	0	n	0	1	2		0	1	2
	Modify the configuration of	J	J	Ü		Ť	Ť	Ť	Ť	'			J	-	
	the monitors/displays on your														
	network	0	0	0		0	0	n	0	n	n		0	0	n
		J	U	U	L								- 0	J	

	I=														1		-	
	Troubleshoot																	
	monitors/displays problems	0	0	0)			0	0	0	0	1	4			0	1	4
	Contact technical support for																	
	monitors/displays problems	0	0	0				0	0	0	0	0	2			0	0	2
	Perform preventive																	
	maintenance on																	
	monitors/displays	0	0		J			0	0	0	0		- 5			0	2	5
	Add video input device to	U	- 0						- 0		·	-				U		
									_									
	your network				.			3	7	25	5	30	50			8	37	75
	Remove video input device																	
	from your network							1	0	0	0	0	0			1	0	0
	Move video input device on																	
	your network							2	2	2	0	0	4			2	2	6
	Upgrade the software on																	
	your video input device							0	0	0	0	0	2			0	0	2
	Upgrade the hardware on							·	Ŭ	Ŭ	Ĭ		_			Ů	Ů	
	your video input device							0	0		o						0	
1	Replace failed hardware			1	 			- 0	- 0	- 0	- 0	1	U	1	1	U	U	0
				1							Ī	1						
	components on your video			l										l				
	input device							2	2	2	2	2 6	20			4	8	22
	Modify the configuration of			l										l				
	the video input device on			l										l				
	your network			l				5	5	5	0	0	0	l		5	5	5
	Troubleshoot video input																	
	device problems							3	3	3	5	10	20			Ω	13	23
-	device problems							3	3	3	Ü	10	20			0	13	23
	O44 4b																	
	Contact technical support for																	
	video input device problems							3	3	3	2	2	5			5	5	8
	Perform preventive																	
	maintenance on video input																	
	device							3	3	3	5	10	50			8	13	53
	Add data services wired																	
	faxes to your network (such																	
	as stand alone faxes, not fax																	
	functions supported by PC																	
				l .				_	_	_								
	modem cards)	4	4	4	3	4	4	3	3	3	4	6	10			14	17	21
	Remove faxes from your																	
	network	0	0	0	3	4	4	3	3	3	4		4			10	10	11
	Move faxes on your network	4	4	4	2	2	2	3	3	3	4	4	4			13	13	13
	Upgrade the software on																	
	your faxes	0	0	0	2	2	2	0	0	0	0	0	0			2	2	2
	Replace failed hardware			Ì	Ī						Ì		Ī					
	components on your faxes	0	0	_	2	2	2	2	2	2	3	ا ا		1		7	8	۰
1	Modify the configuration of	U	0	U	-					-	3	4	4	 		- '	٥	
		_	_	Ι.	I .	١.	Ι.	_	_	l .	l .	.l .		1				_
	the faxes on your network	0	0		4	4	4	2	2		0		0			6	6	6
	Troubleshoot fax problems	0	0	0	12	12	12	7	7	7	2	2 4	6			21	23	25
	Contact technical support for			1							I	ı		1				
	fax problems	0	0	0	2	2	2	0	0	0	0	0	0	L		2	2	2
	Perform preventive																	
	maintenance on faxes	0	0	0	540	540	540	0	0	0	0	0	n	1		540	540	540
	Perform preventive	Ť		l	1	10	10	Ť	Ť	Ĭ	i – Š	t i	Ť			2.10		10
	maintenance on emergency			l										l				
	wired data network			l										l				
				l							_		_	l				
l	components			 	365	365	365	24	24	24	0	0	0	 		389	389	389
	Add other types of wired data			l										l				
	network components							7	7	7	0	0	0	 		7	7	7
	Remove other types of wired			l										l				
	data network components			l				7	7	7	0) (0	İ		7	7	7
·	nothon components			·	•									 ·				

	Move other types of wired			1		1			1	1		1			1	1			
	data network components								_			0					_	_	_
-					1	-		7	7		0	U	0					7	
	Upgrade software on other																		
	types of wired data network								_		_	_						_	_
	components				-	-		0	0	U	0	0	0				0	0	0
	Upgrade hardware on other																		
	types of wired data network																		
	components							7	7	7	0	0	0				7	7	7
	Replace failed parts on other																		
	types of wired data network																		
	components							7	7	7	0	0	0				7	7	7
	Modify configuration of other																		
	types of wired data network																		
	components							7	7	7	0	0	0				7	7	7
	Troubleshoot other types of																		
	wired data network																		
	components							7	7	7	. 0	0	0				7	7	7
	Contact technical support for																		
	other types of wired data				1	1		1								1			
	network components					1		3	2	3	0	0	^				3	2	3
	Perform preventive			!	1-	+	-	-	- 3	1		1		 	 	1		3	3
	maintenance on other types				1	1		1								1			
	of wired data network				1	1		1								1			
					20				0.4			0					200	200	200
-	components Provide modified			<u> </u>	36	5 36	36	5 24	24	24	0	0	0	-	1	-	389	389	389
	documentation after new																		
	installs/upgrades for other																		
	types of wired data network																		
	components	0	()	0			7	7	7	0	0	0				7	7	7
	Any other instances of unique																		
	Services/Functions related to																		
	wired data services *																		
	Services not covered in the																		
	other forms.	0	()	0			0	0	0	0	0	0				0	0	0
	Provide user training for																		
	wired data services	0	()	0			50	50	50	0	0	0				50	50	50
	Number of help desk																		
	requests in support of wired																		
	data services	18	18	1	8			97	104	82	. 0	0	0				115	122	100
					1														
	Install inside cable in support																		
	of wired data services	25	25	2	5			156	83	46	50	50	50				231	158	121
	Maintain inside cable in	20	20	1 -	1	1 -		130	- 00	40	30	30	30	1		1	201	130	121
	support of wired data				1	1		1								1			
	support of when data	25	25	. 2	5	1		3		,	100	50	20			1	128	79	48
	Troubleshoot inside cable in	25	25	1 -	7	+		1 3	4	1 3	100	50	20		<u> </u>	 	120	79	40
	support of wired data					1		1			I		1						
					_	1		1	, ,		400					1	470		
	Services	25	25	2	5	+		47	40	39	100	50	50			-	172	115	114
	Upgrade inside cable in				1	1		1								1			
	support of wired data				1	1		1								1			
l	services	0	(1	0	1		220	144	106	200	50	20	<u> </u>	ļ	 	420	194	126
	Install outside cable in				1	1		1								1			
	support of wired data				1	1		1								1			
	services	0	()	0			5	5	5	5	2	5				10	7	10
	Maintain outside cable in				1	1		1			I		1	I		1			
	support of wired data					1		1			I								
	services	0	()	0	1		5	5	5	0	3	5				5	8	10
	Troubleshoot outside cable in					1													
	support of wired data				1	1		1								1			
	services	0		,	0	1		5	5	5	0	3	5			1	5	8	10
			·	1		-										1			

	Upgrade outside cable in																	1
	support of wired data																	
	services	0	0	0				2	2	2		0	0			2	2	2
C.5.3.4.	VTC/Video Services																	
	Project Planning and																	
	Management																	
	A Project Completed	1	1	1	2	2	2	2	2	2		0	0			5	5	5
	An approval or a Needs																	
	Assessment for new																	
	systems, major upgrades, or																	
	modifications submitted	1	1	1	2	2	2	2	2	2						5	5	5
	Install, Operate and Maintain	-	-	-												J	3	
	Video Teleconferencing																	
	Services																	
	Process FTS requests for	_						_					_					
	VTC service.	9	16	17	33	46	60	9	16	17	C	0 0	0			51	78	94
	Process FTS Disconnect																	
	Orders for VTC services.	9	16	17	33	46	60	9	16	17	C	0	0			51	78	94
	Install Video																	
	Teleconferencing Equipment																	
		0	0	1	33	46	60	2	2	2	1	1	0			36	49	63
	Resolve problems with Video																	
	Teleconferencing Equipment																	
	<u> </u>	6	6	6	33	46	60	6	6	6	1	2	1			46	60	73
	Perform PM on Video																	
	Teleconferencing Equipment																	
	release increase in graphical	6	6	6	24	24	24	2	2	2						32	32	32
	De-install Video	U	U	- 0	24	24	24						-			32	52	32
	Teleconferencing Equipment																	
	releconleteriong Equipment	0	0	0	00	46	00	2	2							05	40	62
-	Resolve desktop video	U	U	0	33	46	60						0			35	48	62
	teleconferencing equipment																	
	problems	0	0	0	0	0	0	2	2	2	C	0	0			2	2	2
	Move video teleconferencing																	
	equipment or services																	
		0	0	0	24	24	24	9	16	17	2	2	1			35	42	42
	Add video teleconferencing																	
	equipment or services	3	3	3	33	46	60	9	16	17	C	1	0			45	66	80
	Change video																	
	teleconferencing equipment																	
	or services, including																	
	configuration modification.	1	1	1	33	46	60	9	16	17	·	0	1			43	63	79
	Delete video teleconferencing	1	- 1	Ė	30		- 50	Ť	,		Ì	T T	i -				30	
	equipment or services										I			I				
I	equipment of services	0	0	0	33	46	60	0	0	_	C			I		33	46	60
H	Provide user training for	U	U	U	33	40	50		"	"		1	1 0	1		33	40	00
											I			I				
	video teleconferencing	اء	_	_					_	_] -	I			-	-
	equipment or services	0	0	0	24	24	24	2	2	2	2	2 2	. 2			28	28	28
	Move CCTV equipment or										I			I			_	
L	services	0	0	0	96	96	96	2	2	2	C	0	0			98	98	98
	Add CCTV equipment or										I			I				
	services	0	0	0	96	96	96	2	2	2	C	0	0			98	98	98
	Change CCTV equipment or																	
	services	0	0	0	96	96	96	2	2	2		0	0			98	98	98
	Delete CCTV equipment or																	
	services	0	0	0	96	96	96	0	0	0	C	0	0			96	96	96
	Move surveillance systems																	
	equipment or services	0	0	0	0	0	0	2	2	2		0	0			2	2	2
	Add surveillance systems	1									Ī		Ī					
I	equipment or services	0	0	0	0	0	3	2	2	2		n 1	0			2	2	5
	Togalphion of Solvious	J	J	J	0	- 0												

	To: "																	
	Change surveillance systems																	
	equipment or services																	
		0	0	0	C) () (2	2	2	0	0	0			2	2	2
	Delete surveillance systems																	
	equipment or services	0	0	0	C) (0 0	0	0	0	0	0	0			0	0	0
	Move streaming video																	
	equipment	0	0	0				0	3	4	0	0	0			0	3	4
	Add streaming video							1										
	equipment	0	0	0				0	1 1	1 1	0	0	0			0	1	1
	Change streaming video							<u> </u>										
	equipment	0	0	۱ ،				0	0	1	0	٥	0			0	0	4
	Delete streaming video	-	0	-				0	0	7	- 0	-	- 0			0		
	equipment	0	0					0	0		0	0				0	0	
-	Requests for video capture	0				1	1	0			0		0			0	9	26
	Requests for video capture	0	_			-	-	90	84		0		0			90	84	89
		U	0	0		-		90	84	89	0	0	0			90	84	89
	Number of help desk																	
	requests in support of Video																	
	services	80	77	84				9	16	17	0	0	0			89	93	101
	Instances of unique																	
	applications related to video		1		Ī			I										
	services	1	0	1				2	2	2	0	0	0			3	2	3
	Install inside cable in support			I	I			1	l	I		I					T	
	of video services	1	2	2				11	11	11	0	0	0			12	13	13
	Maintain inside cable in																	
	support of video services	2	2	2				2	2	2	0	0	0			4	4	4
	Troubleshoot inside cable in																	
	support of video services	2	2	2				2	2	2	0	٥ ا	0			4	4	4
	Upgrade inside cable in							 	_			Ĭ	·				- i	
	support of video services	0	0	١ ،				0	0	_	0	۱ ،	0			0	0	0
	Install outside cable in	-	0	-				0	0	- 0	- 0	-	- 0			0		
	support of video services	0	0	١ ,				0	0	,	0	0				0	0	0
-	Maintain outside cable in	U	0	0		1	1	0	0	- 0	- 0	0	U			U	- 0	
		0	0					0				١					0	
	support of video services	U	0	0				0	0	0	0	0	0			0	- 0	0
	Troubleshoot outside cable in																	
	support of video services	0	0	0				0	0	0	0	0	0			0	0	0
	Upgrade outside cable in																	
	support of video services	0	0	0				2	2	2	0	0	0			2	2	2
	Radio Services and																	
C.5.3.5	Support																	
	Project Planning and																	
	Management																	
	The number of Radio Service	0	0	0				8	14	18						8	14	18
	or Support projects you plan,		Ť					<u> </u>										
	or capport projects you plan,							1										
	Install, Operate and Maintain			1						1		1						
	Radio Services and Support			l					l	l		l						
-	Install, test and submit for		 	1	1	1	1	1	1	1		1			1		\longrightarrow	
				1						1		1						
	acceptance new or upgraded	_		Ι.				_	l				_			-		000
	systems	0	24	1		1	1	8	14	367	14	11	- 0			22	49	368
1	Provide 'as built'		1		Ī			I										
	documentation of system	0	1	0				2	18	68	0	1	0		ļ	2	20	68
1	Resolve radio equipment		1		Ī			I										
	problems	12						21	21		120					153	133	125
	Move mobile equipment	7						18		18	40		30			65	106	55
	Add mobile equipment	0						2	2	2	0		0			2	4	3
	Change mobile equipment	11	17	- 8				6	6	167	40	86	30			57	109	205
	De-install mobile equipment	6	5	6				2	2	2	40	90	0			48	97	8
	Move base station equipment	-																
1		0	3	2	Ī			0	0	0	50	50	50			50	53	52
	•															30		

Add base station equipment 0 2 2 2 2 2 7 0 0 0 Change base station equipment 0 23 1 2 2 45 1 34 0 De-install base station equipment 0 23 1 0 0 0 10 0 15 Move repeaters. 0 1 0 2 1 1 0 0 0 0 0 10 0 15 Add repeaters 0 1 0 2 2 2 2 1 2 0 Change repeaters 0 3 1 0 0 0 7 0 0 0 De-install repeaters 6 5 8 0 0 0 0 0 0 0 0 0	9 4 4 3 59 46 10 23 16 2 2 1 3 5 2 0 3 8
equipment 0 23 1 2 2 45 1 34 0 De-install base station equipment 0 23 1 0 0 0 10 0 15 Move repeaters. 0 1 0 2 1 1 0 0 0 Add repeaters 0 3 1 0 0 7 0 0 0 De-install repeaters 6 5 8 0 0 0 0 0 0	10 23 16 2 2 1 3 5 2
De-install base station equipment	10 23 16 2 2 1 3 5 2
equipment 0 23 1 0 0 0 10 0 15 Move repeaters. 0 1 0 2 1 1 0 0 0 Add repeaters 0 1 0 2 2 2 1 2 0 0 Change repeaters 0 3 1 0 0 7 0 0 0 De-install repeaters 6 5 8 0 0 0 0 0	2 2 1 3 5 2
Move repeaters. 0 1 0 2 1 1 0 0 Add repeaters 0 1 0 2 2 2 1 2 0 Change repeaters 0 3 1 0 0 7 0 0 0 De-install repeaters 6 5 8 0 0 0 0 0 0	2 2 1 3 5 2
Add repeaters 0 1 0 2 2 2 1 2 0 Change repeaters 0 3 1 0 0 7 0 0 0 De-install repeaters 6 5 8 0 0 0 0 0 0	3 5 2
Change repeaters 0 3 1 0 0 7 0 0 0 De-install repeaters 6 5 8 0 0 0 0 0 0 0	
De-install repeaters 6 5 8 0 0 0 0 0	
	6 5 8
Move radio control consoles	
	5 10 5
Add radio control consoles. 0 0 0 0 0 0 0 1 0	0 1 0
Change radio control	
consoles. 0 0 0 0 0 2 3 0	2 3 0
De-install radio control	
consoles.	0 0 0
Move data radios 0 0 0 0 0 0 0 0 0 Add data radios. 0	0 0 0
Add data radios.	0 0 0
De-install data radios. 0 0 0 0 0 0 0 0 0 0	0 0 0
Move AM radios.	1 0 0
Add AM radios. 0 0 0 0 0 0 0 1	0 0 1
Change AM radios. 0 0 0 0 0 0 0 0 0	0 0 0
De-install AM radios.	1 0 0
Move FM radios. 0 0 0 0 0 0 0 2	0 0 2
Add FM radios. 0 0 0 0 0 0 1 0	0 1 0
Change FM radios. 0 0 0 0 0 0 0 0 0	0 0 0
De-install FM radios. 0 0 0 0 0 1	0 0 1
Move Public Service Broadcast or information	
radios. 0 0 0 0 0 0 0 0	
Add Public Service	3 3 3
Broadcast or information	
radios. 0 0 0 0 0 0 0 0 0 0 0	0 0 0
Change Public Service	
Broadcast or information	
radios. 0 0 0 0 0 0 0 0 0	0 0 0
De-install Public Service	
Broadcast or information	
radios.	0 0 0
tower.	0 1 0
Add radio or microwave	0 1 0
tower. 0 0 0 0 1 1 0 0 0 0	1 0 0
Change radio or microwave	
tower. 0 0 0 0 0 0 0 0 0	0 0 0
De-install radio or microwave	
tower. 3 0 0 3 0 1 0 0 3	6 0 4
Move radio control over IP	
device.	0 0 0
Add radio control over IP device. 0 0 0 0 0 0 0 1	0 0 1
Change radio control over IP	0 0 1
device.	
De-install radio control over	
IP device.	0 0 0
Move terminating equipment	
(MUX) 0 0 0 4 4 4 0 0 0	4 4 4

	Add terminating equipment (MUX)	0	0	0			4	4	4	0	1				4	5	4
	Change terminating	0	U	0			4	4	4	0		U			4	5	4
	equipment (MUX)	0	0	0			4	4	4	0	0	0			4	4	4
	De-install terminating																
	equipment (MUX)	0	0	0			1	2	4	0	0	14			1	2	18
	Perform preventive																
	maintenance on radio																
	equipment	5	4	5			48	48	48	140	118	158			193	170	211
	Remove and reinstall mobile																
	radios for vehicle																
	replacement	3	14	6	i		6	5	4	40	86	40			49	105	50
	Test and operate equipment																
	in order to establish its																
	operating characteristic																
	parameters and permissible	_	_	_			_										
-	tolerances	0	0	0			2	2	2	140	118	158			142	120	160
	Programming radio user																
	groups, frequencies, CTCSS,																
	NACS, talk groups, user																
	groups, and other required		_				_	_			=0.4				4.0	=00	40.4
-	parameters. Radio Equipment and	11	2	28	5		5	5	363	30	501	40			46	508	431
	Spectrum XXI Information																
	System (IS) support																
-	Power systems installed	0	0	0			3	4	101	0	0	_			3	4	101
	Power systems de-installed	0			1		3			0		0			3	3	101
-	Power systems moved	0		_			3			0		0			3	3	2
-	Tower inspections	0					36			36		36			72	56	72
	Replace tower lighting	0		_			3			5		5			8	9	8
	Request new frequency	·					J	J	J	J						J	
	assignments.	0	4	4			3	3	3	10	120	5			13	127	12
	Review existing frequency	·	·	·							120	Ŭ					
	assignments (5-year update)																
	accigimiente (e year apaate)	4	4	4			4	11	10	0	550	133			8	565	147
	Report frequency														_		
	interference	1	0	l 1			2	1	2	0	0	0			3	1	3
	Interference cases																
	investigated	0	0	0			2	1	2	0	0	0			2	1	2
	Interference cases resolved	1	0	1			2	1	2	0		0			3	1	3
	Gather and compile radio																
	equipment contract																
	requirements	0	0	0			4	26	2	0	0	0			4	26	2
	Assist in the development of																
	radio contract solicitation	0	0	0			2	1	2	0	0	0	L		2	1	2
	Assist in evaluation of																
	solicitation bids	0	0	0			2	1	2	0	0	0			2	1	2

PARAGRAP NUMBER	H		CEHECS	^	не.	CSA TOT	AI S
NONDEK	+	FY05	CENECO	FY05		FY04	FY05
C.5.3	Communications	F105		F103	F103	F104	F103
	Wireless Voice and Data						
C.5.3.1							
	Project Planning and						
	Management						
	Studies Submitted	172	168	176	172	168	
	Consults Provided	720	720	720	720	720	720
	Business Cases prepared	120	120	120	120	120	120
	Design's created and						
	submitted	48	48	48	48	48	
	Test's conducted	24	24	24	24	24	24
	Certification's completed	0	0	0	0	0	(
	Project's created and						
	submitted	168	168	168	168	168	168
	Wireless Voice and Data						
	Services						
	Routers installed	0	0	0	0	0	C
	Routers configured	0	0	0	0	0	C
	Routers deinstalled	0	0	0	0	0	
	AP activated	0	0	0	0	0	C
	AP configured	0	0	0	0	0	(
	AP deactivated	0	0	0	0	0	C
	Pagers activated	0	0	0	0	0	
	Pagers deactivated	0	0	0	0	0	
	Mobile satellites activated	48	48	48	48	48	
	Mobile satellites deactivated						
		0	0	0	0	0	0
	Cellular telephone activated	10	8	50	10	8	
	Cellular telephone						
	deactivated	2	0	0	2	0	c
	PDA activated	48	102	74	48	102	
	PDA deactivated	4	4	0	4	4	
	GPS activated	4	4	4	4	4	
	GPS configured	4	4	4	4	4	
	GPS deactivated	4	4	4	4	4	
	Microwave radio activated					-	
	(analog)	4	4	4	4	4	
	Microwave radio activated	•				·	· ·
	(digital)	4	4	4	4	4	
	Microwave radio configured	•				·	
	(analog)	4	4	4	4	4	4
	Microwave radio configured	•				·	· ·
	(digital)	4	4	4	4	4	4
	Microwave radio deactivated						
	(analog)	4	4	2	4	4	2
	Microwave radio deactivated		- 4		- 4	_	
			4	4	4		4
	(digital) Microwave repeater installed	4	4	4	4	4	4
		4	4	4	4	4	4
	(analog)	4	4	4	4	4	-
	Microwave repeater installed	l .		l .	l .	l .	
	(digital)	4	4	4	4	4	4
	Microwave repeater	l .				l .	
	configured (analog)	4	4	4	4	4	4
	Microwave repeater					1	
	configured (digital)	4	4	4	4	4	4
	Microwave repeater			1			
	deactivated (analog)	4	4	4	4	4	4

	la et						
	Microwave repeater						
	deactivated (digital)	4	4	4	4	4	4
	Microwave repeater						
	deinstalled (analog)	4	4	4	4	4	4
	Microwave repeater						
	deinstalled (digital)	4	4	4	4	4	4
	Work Orders Submitted	4	4	4	4	4	4
	Work Orders completed	4	4	4	4	4	4
	Add wireless data network						
	component	0	0	0	0	0	0
	Remove wireless data						
	network component	0	0	0	0	0	0
	Move wireless data network						
	component	0	0	0	0	0	0
	Upgrade software wireless						
	data network component	0	0	0	0	0	0
	Upgrade hardware wireless						
	data network component	0	0	0	0	0	0
	Replace failed parts on						
	wireless data network						
	component	0	0	0	0	0	0
	Modify configuration of						
	wireless data network						
	component	0	0	0	0	0	0
	Troubleshoot wireless data						
	network component	0	0	0	0	0	0
	Contact technical support for						
	wireless data network						
	component	0	0	0	0	0	0
	Add wireless data network						
	component	0	0	0	0	0	0
	Provide modified						
	documentation	0	0	0	0	0	0
	Provide unique service	0	0	0	0	0	0
C.5.3.2	Voice Services (wired)						
	A Project Completed						
	Replacement Plan for Wired						
	Voice equipment Developed						
		0	0	0	0	0	0
	Develop Plans	120	120	120	120	120	120
	Develop Estimates	0	0	0	0	0	0
	Review submitted projects	0	0	0	0	0	0
	Perform Risk assessment	0	0	0	0	0	0
	Prepare documents for						
	changes	0	0	0	0	0	0
	Test and evaluate plans	0	0	0	0	0	0
	Perform backup	0	0	0	0	0	0
	A Device and Service						
	Provided						
	Circuits troubleshot and						
	troubles cleared	0	0	0	0	0	0
	Voice Circuit Installed	0	0	0	0	0	0
	Voice Circuit Upgraded	0	0	0	0	0	0
	Voice Circuit Disconnected	0	0	0	0	0	0
	ISDN Circuit requested to be						-
	installed	0	0	0	0	0	0
	ISDN Circuit requested to be						
	disconnected	0	0	0	0	0	0
	DSL Circuit requested to be						
	installed	0	0	0	0	0	0

	DOLO: "B						
	DSL Circuit Requested to be		_		_	_	_
	Disconnected	0	0	0	0	0	0
	Cable Modem requested to		_		_	_	_
	be installed DSL Circuit Requested to be	0	0	0	0	0	0
	Disconnected Talaphana agrica added	0	0	0	0	0	0
	Telephone service added	0	0		0	0	0
	Telephone Service Moved	0	0	0	- 0	0	0
	Telephone Service Changed			١ .			
	Tolonhone Conside Deleted	0	0		0	0	0
	Telephone Service Deleted	0	0		0	0	0
	Voicemail account moved	0	0	0	0	0	0
	Voicemail account added	- 0	0	0	- 0	0	0
	Voicemail account Changed						
	Voicemail account De-	0	0	0	0	0	0
				١ .			
	installed	0	0		0	0	0
	Voicemail Menu Created	0	0		0	0	0
	Voicemail Menu Modified	0	0	0	0	0	0
	Voicemail System Backed	_	_	_	_	_	_
	Up	0	0	0	0	0	0
	Switchboard Operator Calls			١ .			
	Processed (District HQ)	0	0	0	0	0	0
	Audio Conference Bridge			١ .			
	Modified	0	0	0	0	0	0
	PBX or Key System Installed						
	D	24	24	24	24	24	24
	Preventative maintenance on						
	a PBX or Key system			١ .			
	performed	0	0	0	0	0	0
	PBX or Key System backup			١ .			
	performed Problem on a PBX or Key	0	0	0	0	0	0
		0.4	0.4	0.4	0.4	0.4	
	System Resolved	24	24	24	24	24	24
	PBX or Key System Program						
	Change made	24	24	24	24	24	24
	Call accounting system			١.			
	Managed	0	0	0	0	0	0
	Call Accounting Report			١.			
	generated	0	0	0	0	0	0
	Backup of the call accounting	_	_	_	_	_	_
	system	0	0	0	0	0	0
	Outside cable plant installed		_		_	_	_
	Outside cable plant	0	0	0	0	0	0
	Outside cable plant		_		_	_	_
	Maintained	0	0	0	0	0	0
	Outside cable plant	_	_	_	_	_	_
	Troubleshot	0	0	0	0	0	0
	Outside cable plant		_	l .		_	_
	Upgraded	0	0	0	0	0	0
	Inside cable plant installed	0	0	0	0	0	0
	Inside cable plant Maintained		_		_	_	_
-	lanida anbla alant	0	0	0	0	0	0
	Inside cable plant		_		_	_	_
-	Troubleshot	0	0	0	0	0	0
	Inside cable plant Upgraded		_		_	_	_
		0	0	0	0	0	0

	Documentation of Alterations						
	to Communications						
	Infrastructure						
		0	0	0	0	0	0
C.5.3.3	Data Services Wired						
	Planning and Management of						
	Projects						
	Develop network tactical,						
	strategic, and project plans,						
	including documentation	120	120	120	120	120	120
	Develop network design						
	plans including cost						
	estimates.	72	72	72	72	72	72
	Review submitted projects,						
	specifications and designs.	120	120	120	120	120	120
	Perform risk assessments for						
	planned changes	72	72	72	72	72	72
	Prepare, plan and document						
	planned configuration						
	changes	72	72	72	72	72	72
	Test and evaluate planned						
	configuration changes.	0	0	0	0	0	0
	Perform back-up of planned						
	configuration change	0	0	0	0	0	0
	Support Operate and						
	Maintain						
	Troubleshoot and clear wired						
	data circuit service problems	4	6	8	4	6	8
	Install wired data circuits	288	120	48	288	120	48
	Upgrade wired data circuits	4	4	4	4	4	4
	Request Wired data circuits						
	disconnect	0	0	0	0	0	0
	Move Wired data circuits	0	0	0	0	0	0
	Update and maintain Network						
	documentation	48	48	48	48	48	48
	Add routers to your network						
	(*Note data for layer 2 and						
	layer 3 switches is input into						
	the separate switch area that						
	follows)	4	4	4	4	4	4
	Remove routers from your						
	network	4	4	4	4	4	4
	Move routers on your						
	network	4	4	4	4	4	4
	Upgrade the software on						
	your routers	4	4	4	4	4	4
	Upgrade the hardware on						
	your routers	4	4	4	4	4	4
	Replace failed hardware						
	components on your routers	4	4	4	4	4	4
	Modify the configuration of			_			
	the routers on your network	4	4	4	4	4	4
	Troubleshoot router problems Contact technical support for	ارا		١.			
		4	4	4	4	4	4
	router problems	0	0	0	0	0	0
	Perform preventive	U	U	0	0	U	U
	maintenance on routers	4	4	4	4	4	4
	manitenance on routers	4	4	4	4	4	4

	Add switches to your network						
	(layer 2 and 3 switches)	4	4	4	4	4	,
	Remove switches from your	- 4	- 4	- 4		4	-
	network	4	4	4	4	4	4
	Move switches on your			•			
	network	4	4	4	4	4	4
	Upgrade the software on						
	your switches	4	4	4	4	4	4
	Upgrade the hardware on						
	vour switches	4	4	4	4	4	4
	Replace failed hardware						
	components on your switches	4	4	4	4	4	4
	Modify the configuration of						
	the switches on your network	6	6	6	6	6	6
	Troubleshoot switch						
	problems	4	4	4	4	4	4
	Contact technical support for						
	switch problems	0	0	0	0	0	0
	Perform preventive						
	maintenance on switches	4	4	4	4	4	4
	Add hubs to your network	4	4	4	4	4	4
	Remove hubs from your						
	network	4	4	4	4	4	4
	Move hubs on your network	4	4	4	4	4	4
	Upgrade the software on						
	your hubs Upgrade the hardware on	4	4	4	4	4	4
	your hubs	4	4	4	4	4	١,
	Replace failed hardware	4	4	4	4	4	4
	components on your hubs	4	4	4	4	4	4
	Modify the configuration on	- 4	- 4	- 4	- 4		- 4
	the hubs on your network	4	4	4	4	4	4
	Troubleshoot hub problems	4	4	4	4	4	4
	Contact technical support for						
	hub problems	0	0	0	0	0	0
	Perform preventive						
	maintenance on hubs	4	4	4	4	4	4
	Add DSU/CSU's to your						
	network (This section also						
	includes modular DSU/CSU's						
	that are part of a						
	router/switch)	4	4	4	4	4	4
	Remove DSU/CSU from your						
	network	4	4	4	4	4	4
	Move DSU/CSU on your						
	network	4	4	4	4	4	4
	Upgrade the software on						
——	your DSU/CSU	4	4	4	4	4	4
	Upgrade your DSU/CSU	4	4	4	4	4	4
	Replace failed DSU/CSU	4	4	4	4	4	4
	Modify the configuration on	١.		l .	١.	١.	
	DSU/CSU Troubleshoot DSU/CSU	4	4	4	4	4	4
	problems	4	4		4	4	4
	Contact technical support for	4	4	4	4	4	4
	DSU/CSU problems	0	0	0	0	0	0
L	DOG/OGO PIODICITIS	U	U	U	U	U	U

Add CODEC's to your		-		_	-	
	_		^	_		_
network Remove CODEC's from your	2	2	2	2	2	2
network	2	2	2	2	2	_
Move CODEC'S on your	2	2	2		2	2
network	2	2	2	2	2	2
Upgrade the software on						
your CODEC'S	2	2	2	2	2	2
Upgrade the hardware on						
your CODEC'S	2	2	2	2	2	2
Replace failed hardware						
components on your		1		1	l	
CODEC'S	2	2	2	2	2	2
Modify the configuration of			ĺ			
the CODEC'S on your					l l	
network	2	2	2	2	2	2
Troubleshoot CODEC'S	_	_	Ť			_
problems	2	2	2	2	2	2
Contact technical support for						
CODEC'S problems	2	2	2	2	2	2
Perform preventive						_
maintenance on CODEC'S	2	2	2	2	2	2
Add sensors to your network	2	2	2	2	2	2
Remove sensors from your						
network	2	2	2	2	2	2
Move sensors on your						
network	2	2	2	2	2	2
Upgrade the software on						
your sensors	4	4	4	4	4	4
Upgrade the hardware on		1	Ī	1	Ī	
your sensors	2	4	4	2	4	4
					l l	
Replace failed hardware					l l	
components on your sensors	2	4	4	2	4	4
Modify the configuration of					l l	
the sensors on your network	4	4	4	4	4	4
Troubleshoot sensor					l l	
problems	2	4	4	2	4	4
Contact technical support for					l l	
sensor problems	0	0	0	0	0	С
Perform preventive					l j	
maintenance on sensors	4	4	4	4	4	4
Add monitors/displays to					l j	
your network	4	4	4	4	4	4
Remove monitors/displays	.	ا ا			ار ا	
from your network Move monitors/displays on	4	4	4	4	4	4
your network	4	4	ار ا	4	4	4
Upgrade the software on	4	4	4	4	4	4
your monitors/displays	6	6	6	6	6	6
Upgrade the hardware on	б	б	б	б	б	- 6
your monitors/displays	4	4	4	4	4	4
Replace failed hardware	4	4	4	4	4	4
components on your						
monitors/displays	2	2	2	2	2	2
Modify the configuration of						
the monitors/displays on your					l l	
network	8	8	8	8	8	8
Increase	. 0	- 0	. 0		0	

Troubleshoot						
monitors/displays problems	4	4	4	4	4	Δ
monitora/diapiaya problema	4	- 4	4	- 4	- 4	,
Contact technical support for						
monitors/displays problems	0	0	0	0	0	C
Perform preventive	Ů			Ť	Ů	
maintenance on						
monitors/displays	6	6	6	6	6	6
Add video input device to			·	·	·	
your network	2	2	2	2	2	2
Remove video input device						
from your network	2	2	2	2	2	2
Move video input device on						
your network	2	2	2	2	2	2
Upgrade the software on						
your video input device	4	4	4	4	4	4
Upgrade the hardware on	4	4	4	4	4	4
your video input device	4	4	4	4	4	4
Replace failed hardware	4	4	4	4	4	4
components on your video						
input device						
Modify the configuration of	4	4	4	4	4	4
the video input device on						
your network	4	4	4	4	4	4
Troubleshoot video input						
device problems	4	4	4	4	4	4
Contact technical support for						
video input device problems	0	0	0	0	0	C
Perform preventive						
maintenance on video input						
device	4	4	4	4	4	4
Add data services wired						
faxes to your network (such						
as stand alone faxes, not fax						
functions supported by PC						
modem cards)	2	2	2	2	2	2
Remove faxes from your						
network	2	2	2	2	2	2
Move faxes on your network	2	2	2	2	2	2
Upgrade the software on						
your faxes	6	6	6	6	6	6
Replace failed hardware						
components on your faxes	2	2	2	2	2	2
Modify the configuration of						
the faxes on your network	4	4	4	4	4	4
Troubleshoot fax problems	2	2	2	2	2	2
Contact technical support for						
fax problems	0	0	0	0	0	C
Perform preventive						
maintenance on faxes	4	4	4	4	4	4
Perform preventive						
maintenance on emergency						
wired data network						
components	24	24	24	24	24	24
Add other types of wired data						
network components	288	120	48	288	120	48
notwork components	200	120	70	200	120	+0
Remove other types of wired						
data network components	4	4	4			
uata network components	4	4	4	4	4	4

Move other types of wired						
data network components	0	0	0	0	0	0
Upgrade software on other						
types of wired data network						
components	4	4	4	4	4	4
Upgrade hardware on other						
types of wired data network						
components	4	4	4	4	4	4
Replace failed parts on other						
types of wired data network						
components	4	4	4	4	4	4
Modify configuration of other						
types of wired data network						
components	4	4	4	4	4	4
Troubleshoot other types of						
wired data network						
components	4	4	4	4	4	4
Contact technical support for						
other types of wired data			1			
network components	0	0	0	0	0	0
Perform preventive						
maintenance on other types						
of wired data network			1		1	
components	4	4	4	4	4	4
Provide modified						
documentation after new						
installs/upgrades for other						
types of wired data network						
components	8	8	8	8	8	8
Any other instances of unique						
Services/Functions related to						
wired data services *						
Services not covered in the						
other forms.	0	0	0	0	0	0
Provide user training for						
wired data services	10	10	10	10	10	10
Number of help desk						
requests in support of wired						
data services	0	0	0	0	0	0
Install inside cable in support						
of wired data services	6	6	6	6	6	6
Maintain inside cable in						
support of wired data						
services	6	6	6	6	6	6
Troubleshoot inside cable in						
support of wired data			1		1	
services	4	4	4	4	4	4
Upgrade inside cable in						
support of wired data						
services	2	2	2	2	2	2
Install outside cable in			1		1	
support of wired data			1		1	
services	2	2	2	2	2	2
Maintain outside cable in						
support of wired data						
services	2	2	2	2	2	2
Troubleshoot outside cable in						
support of wired data						
services	2	2	2	2	2	2

	Upgrade outside cable in						
	support of wired data						
	services	0	0	0	0	0	0
C.5.3.4.	VTC/Video Services	·			0	0	0
	Project Planning and						
	Management						
	A Project Completed	108	108	108	108	108	108
	An approval or a Needs						
	Assessment for new						
	systems, major upgrades, or						
	modifications submitted	108	108	108	108	108	108
	Install, Operate and Maintain						
	Video Teleconferencing						
	Services						
	Process FTS requests for						
	VTC service.	600	600	600	600	600	600
	Process FTS Disconnect						
	Orders for VTC services.	600	600	600	600	600	600
	Install Video						
	Teleconferencing Equipment						
	0 1 1	8	8	8	8	8	8
	Resolve problems with Video						
	Teleconferencing Equipment						
	0 1 1	8	8	8	8	8	8
	Perform PM on Video						
	Teleconferencing Equipment						
		8	8	8	8	8	8
	De-install Video						
	Teleconferencing Equipment						
		0	0	0	0	0	0
	Resolve desktop video						
	teleconferencing equipment						
	problems	8	8	8	8	8	8
	Move video teleconferencing						
	equipment or services						
		0	0	0	0	0	0
	Add video teleconferencing						
	equipment or services	8	8	8	8	8	8
	Change video						
	teleconferencing equipment						
	or services, including						
	configuration modification.	8	8	8	8	8	8
	Delete video teleconferencing						
	equipment or services						
	Danida was a feet of the feet	0	0	0	0	0	0
	Provide user training for						
	video teleconferencing						
	equipment or services	8	8	8	8	8	8
	Move CCTV equipment or						
	services	0	0	0	0	0	0
	Add CCTV equipment or						
.	services	8	8	8	8	8	8
	Change CCTV equipment or						
	services	8	8	8	8	8	8
	Delete CCTV equipment or						
	services	8	8	8	8	8	8
	Move surveillance systems						
	equipment or services	48	48	48	48	48	48
	Add surveillance systems	4.0	40	40	40	40	,-
<u> </u>	equipment or services	48	48	48	48	48	48

Change surveillance systems equipment or services Delete surveillance systems equipment or services equipment or services 48 48 48 48 48 48 48 48 48 48 48 48 48 4								
Move streaming video		Change surveillance systems						
Delete surveillance systems equipment or services Move streaming video equipment Add streaming video equipment O O O O O O O O O O O O O O O O O O		equipment or services						
equipment or services			48	48	48	48	48	48
Move streaming video equipment		Delete surveillance systems						
equipment		equipment or services	48	48	48	48	48	48
Add streaming video equipment		Move streaming video						
equipment		equipment	0	0	0	0	0	0
Change streaming video equipment 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		Add streaming video						
equipment		equipment	0	0	0	0	0	0
Delete streaming video		Change streaming video						
Requests for video capture		equipment	0	0	0	0	0	0
Requests for video capture		Delete streaming video						
Requests for video archive		equipment	0	0	0	0	0	0
Number of help desk requests in support of Video services 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		Requests for video capture	0	0	0	0	0	0
requests in support of Video services			0	0	0	0	0	0
Services		Number of help desk						
Services		requests in support of Video						
applications related to video services 96 96 96 96 96 96 96 96 96 96 96 96 96			0	0	0	0	0	0
Services		Instances of unique						
Services								
Of video services			96	96	96	96	96	96
Of video services		Install inside cable in support						
Maintain inside cable in support of video services			8	8	8	8	8	8
Support of video services								
Troubleshoot inside cable in support of video services 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8			8	8	8	8	8	8
Support of video services					Ť			
Upgrade inside cable in support of video services 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8			8	8	8	8	8	8
Support of video services					Ť			
Install outside cable in support of video services		. 0	8	8	8	8	8	8
Support of video services					Ť			
Maintain outside cable in support of video services			8	8	8	8	8	8
Support of video services								
Troubleshoot outside cable in support of video services			8	8	8	8	8	8
Support of video services					Ť			
Upgrade outside cable in support of video services 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8			8	8	8	8	8	8
Support of video services					Ť			
Radio Services and Support		. 0	8	8	8	8	8	8
C.5.3.5 Support Project Planning and Management The number of Radio Service 36 36 36 36 36 or Support projects you plan, Install, Operate and Maintain Radio Services and Support Install, test and submit for acceptance new or upgraded systems Provide 'as built' documentation of system 4 532 532 4 532 Resolve radio equipment problems 4 532 532 4 532 Move mobile equipment 4 12 12 4 12 Add mobile equipment 4 12 12 4 12 Change mobile equipment 4 12 12 4 12 De-install mobile equipment 4 4 4 4 4 4 Move base station equipment					Ť			
Project Planning and Management The number of Radio Service 36 36 36 36 36 or Support projects you plan.	C.5.3.5							
Management	0.0.0.0							
The number of Radio Service 36 36 36 36 36 36 36 or Support projects you plan, Install, Operate and Maintain Radio Services and Support Install, test and submit for acceptance new or upgraded systems 120 120 120 120 120 Provide 'as built' documentation of system 4 532 532 4 532 Resolve radio equipment problems 4 532 532 4 532 Move mobile equipment 4 12 12 4 12 Add mobile equipment 4 12 12 4 12 Change mobile equipment 4 12 12 4 12 De-install mobile equipment 4 4 4 4 4 Move base station equipment								
or Support projects you plan. Install, Operate and Maintain Radio Services and Support Install, test and submit for acceptance new or upgraded systems 120 120 120 120 120 120 120 120 120 120			36	36	36	36	36	36
Install, Operate and Maintain Radio Services and Support Install, test and submit for acceptance new or upgraded systems 120		-	30	30	30	30	30	30
Radio Services and Support Install, test and submit for acceptance new or upgraded systems 120		or Support projects you plan,						
Radio Services and Support Install, test and submit for acceptance new or upgraded systems 120		Install Operate and Maintain						
Install, test and submit for acceptance new or upgraded systems								
acceptance new or upgraded systems 120								
Systems 120								
Provide 'as built'			120	120	120	120	120	120
documentation of system 4 532 532 4 532 Resolve radio equipment problems 4 532 532 4 532 Move mobile equipment 4 12 12 4 12 Add mobile equipment 4 12 12 4 12 Change mobile equipment 4 12 12 4 12 De-install mobile equipment 4 4 4 4 4 4 4 4 4			120	120	120	120	120	120
Resolve radio equipment problems 4 532 532 4 532			4	532	532	4	532	532
problems			4	332	332		332	332
Move mobile equipment 4 12 12 4 12			,	532	533	4	532	532
Add mobile equipment 4 12 12 4 12								12
Change mobile equipment 4 12 12 4 12 De-install mobile equipment 4 4 4 4 4 4 Move base station equipment 4			-					12
De-install mobile equipment 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4								12
Move base station equipment								4
			4	4	4	4	4	4
4 12 12 4 12		iviove base station equipment	4	10	40	4	40	40
		L	4	12	12	4	12	12

	Add base station equipment	4	4	4	4	4	4
	Change base station						
	equipment	4	12	12	4	12	12
	De-install base station						
	equipment	4	12	12	4	12	12
	Move repeaters.	4	4	4	4	4	4
	Add repeaters	4	12	12	4	12	12
	Change repeaters	4	4	4	4	4	4
	De-install repeaters	4	12	12	4	12	12
	Move radio control consoles	4	12	12	4	12	12
	Add radio control consoles.	4	12	12	4	12	12
	Change radio control						
	consoles.	4	52	52	4	52	52
	De-install radio control						
	consoles.	4	52	52	4	52	52
	Move data radios	4	52	52	4	52	52
	Add data radios.	4	52	52	4	52	52
	Change data radios.	4	4	4	4	4	4
	De-install data radios.	4	4	4	4	4	4
	Move AM radios.	4	4	4	4	4	4
	Add AM radios.	4	4	4	4	4	4
	Change AM radios.	4	4	4	4	4	4
	De-install AM radios.	4	4	4	4	4	4
	Move FM radios.	4	4	4	4	4	4
	Add FM radios.	4	100	100	4	100	100
	Change FM radios.	4	12	12	4	12	12
	De-install FM radios.	4	12	12	4	12	12
	Move Public Service	-	12	12	-	12	12
	Broadcast or information						
	radios.	0	8	8	0	8	8
	Add Public Service	- 0	- 0	- 0	- 0	- 0	
	Broadcast or information						
	radios.	0	8	8	0	8	8
	Change Public Service	- 0		0	- 0		
	Broadcast or information						
	radios. De-install Public Service	0	8	8	0	8	8
	Broadcast or information	_	_	_	_	_	_
	radios.	0	8	8	0	8	8
	Move radio or microwave						
	tower.	4	12	12	4	12	12
I	Add radio or microwave						
L	tower.	4	12	12	4	12	12
I	Change radio or microwave						
	tower.	4	12	12	4	12	12
I	De-install radio or microwave						
	tower.	4	4	4	4	4	4
I	Move radio control over IP						
	device.	12	12	12	12	12	12
I	Add radio control over IP						
	device.	12	12	12	12	12	12
	Change radio control over IP						
	device.	12	12	12	12	12	12
	De-install radio control over						
	IP device.	12	12	12	12	12	12
	Move terminating equipment						
	(MUX)	12	12	12	12	12	12
	•						

Add terminating equipment (MUX)	12	12	12	12	12	12
Change terminating	12	12	12	12	12	12
equipment (MUX)	12	12	12	12	12	12
De-install terminating	12	12	- '2		12	
equipment (MUX)	12	12	12	12	12	12
Perform preventive	12	12	- '2		12	
maintenance on radio						
equipment	12	12	12	12	12	12
Remove and reinstall mobile	12	12	12	12	12	- 12
radios for vehicle						
replacement	12	12	12	12	12	12
Test and operate equipment						
in order to establish its						
operating characteristic						
parameters and permissible						
tolerances	12	12	12	12	12	12
Programming radio user						
groups, frequencies, CTCSS,						
NACS, talk groups, user						
groups, and other required						
parameters.	12	12	12	12	12	12
Radio Equipment and						
Spectrum XXI Information						
System (IS) support						
Power systems installed	0	0	0	0	0	0
Power systems de-installed	0	0	0	0	0	0
Power systems moved	0	0	0	0	0	0
Tower inspections	0	0	0	0	0	0
Replace tower lighting	0	0	0	0	0	0
Request new frequency						
assignments.	0	0	0	0	0	0
Review existing frequency						
assignments (5-year update)						
	0	0	0	0	0	0
Report frequency						
interference	0	0	0	0	0	0
Interference cases						
investigated	0	0	0	0	0	0
Interference cases resolved	0	0	0	0	0	0
Gather and compile radio						
equipment contract						
requirements	0	0	0	0	0	0
Assist in the development of						
radio contract solicitation	0	0	0	0	0	0
Assist in evaluation of						
solicitation bids	0	0	0	0	0	0

PARAGRAPI NUMBER	1		CEEIS	ıs		CEHNC		CEFC			CEERD			CENTERS & LABS TOTALS		
NOMBER		FY05	CLLIS	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05	FY03	FY04	FY05
C.5.3	Communications	1 100		1 100	1 100	1 104	1 100	1 100	1 104	1 100	1 100	1 104	1 100	1 100	1 104	1 100
C.5.3.1	Wireless Voice and Data															
C.3.3. I	Project Planning and															+
	Management					_	_			_						
	Studies Submitted	1	3	3	9		9	0	-			1	2	12		
	Consults Provided	2	5	5	480		480	0				149	275	511	634	
	Business Cases prepared	2	2	2	0	0	0	0	0	0	1	1	2	3	3	4
	Design's created and															
	submitted	4	4	4	24		24	0			5	7	8	33		
	Test's conducted	8	12	4	144		144	0	0		9	17		161	173	
	Certification's completed	1	1	1	144	168	240	12	12	12	0	2	5	157	183	258
	Project's created and															
	submitted	2	1	1	12	12	12	0	0	0	2	2	3	16	15	16
	Wireless Voice and Data															
	Services															
	Routers installed	1	3	3	0	0	3	0	0	0	2	6	7	3	9	13
	Routers configured	1	3	3	0		6	0						6		
	Routers deinstalled	0	0	0	0		0	0	0	0	0	5		C		
	AP activated	1	4	12	0	0	12	0	0	0	7	100	53	8	104	77
	AP configured	1	4	12	0	0	0	0	0	0	21	136	118	22	140	130
	AP deactivated	0	0	0	0	0	0	0	0	0	1	8	16	1	8	16
	Pagers activated	0	0	0	0	0	0	0	0	0	55	28	28	55	28	28
	Pagers deactivated	0	0	0	0	0	0	4	0	0	63	76	50	67	76	50
	Mobile satellites activated	0	0	0	0	0	0	0	0	0	4	4	4	. 4	4	4
	Mobile satellites deactivated															
		0	0	0	0	0	0	0	0	0	0	0	0	0	0	. 0
	Cellular telephone activated	0		0			77	0	2	0	78	112	77	176		
	Cellular telephone	Ĭ							_						LLO	
	deactivated				16	12	36	0	0	1	41	91	65	57	103	102
	PDA activated	0	15	20	4		73	0				59				
	PDA deactivated	0		3	0			0								
	GPS activated	0		0				0								
	GPS configured	0		_	0			0			0		_	0		
	GPS deactivated	0						0						0		
	Microwave radio activated	- ·	-				-				Ů			_		
	(analog)	0	0	0	0	0	0	0	0	0	0	0		o	0	
	Microwave radio activated			- 0		0	0	U		0	U	- 0	- 0			- 0
	(digital)	0	0	0	0	0	١ ،	0	0	0	0	0		0	0	
	Microwave radio configured	U	U	U	U	U	U	U	U	0	U	U	U		U	- 0
	(analog)	0	0	0	0	0	0	0	0	0	0	0		0	0	
	Microwave radio configured			- 0		0	0	U		0	U	- 0	- 0			- 0
	(digital)	0	0	0	0	0		0	0	0	0	0		0	0	
	Microwave radio deactivated	U	U	U	U	U	U	U	U	U	U	U	U	U	U	U
							١.									
	(analog)	0	0	0	0	0	0	0	0	0	0	0	0	C	0	0
	Microwave radio deactivated	_	_	_		_	_	_	_	_		_	_	_	_	
	(digital)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater installed															
	(analog)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater installed															
	(digital)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater						1		1					I		1
	configured (analog)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	. 0
	Microwave repeater								1					I		
	configured (digital)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Microwave repeater															
	deactivated (analog)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

	Microwave repeater		1						l				1		1	
	deactivated (digital)	0	0	0	0	0	0	0	0	0	0	0	٥	0	0	0
	Microwave repeater	Ü		·	Ü		U	·								·
	deinstalled (analog)	0	0	0	0	0	0	0	0	0	0	0	٥	0	0	0
	Microwave repeater	Ü		·	Ü		U	·								·
	deinstalled (digital)	0	0	0	0	0	0	0	0	0	0	0	٥	0	0	0
	Work Orders Submitted	1	20	50	0	0	36	1	2		788	780	782	790		868
	Work Orders completed	- 1	20	50	0	0	36	- 1	2		788	780	782	790		868
	Add wireless data network	- '	20	30	U	- 0	30				700	760	702	790	802	000
	component	0	0	0	0	0		0	d	0	0	72	48	0	72	48
	Remove wireless data	U	U	U	U	U	U	U	U	U	- 0	12	40	- 0	12	40
	network component	0	0		0	0	0	0	0	0	0		8			
	Move wireless data network	U	U	0	U	U	U	0	U	U	- 0	6	0	0	6	
		0	0	0	0	0	0	0	0	0	0	8	8	0		
	component	- 0	0	U	U	0	U	- 0	U	0	- 0	8	8	- 0	8	8
	Upgrade software wireless												١.,		١.,	
	data network component	1	10	12	0	0	0	0	0	0	0	24	38	1	34	50
	Upgrade hardware wireless															
	data network component	0	0	0	0	0	0	0	C	0	0	20	14	0	20	14
	Replace failed parts on								1							
	wireless data network								l							
	component	0	2	2	0	0	0	0	0	0	4	6	8	4	8	10
	Modify configuration of								l							
	wireless data network															
	component	0	4	2	0	0	0	0	0	0	0	24	24	0	28	26
	Troubleshoot wireless data															
	network component	0	0	0	0	0	0	0	0	0	0	26	26	0	26	26
	Contact technical support for															
	wireless data network															
	component	0	1	2	0	0	0	0	O	0	3	12	9	3	13	11
	Add wireless data network															
	component	0	0	0	0	0	0	0	O	0	0	6	8	0	6	8
	Provide modified															
	documentation	0	0	0	0	0	0	0	0	0	0	4	2	0	4	2
	Provide unique service	0	0	0	0	0	0	0	0		7	35	36	7		36
C.5.3.2	Voice Services (wired)						-									
0.0.0.2	A Project Completed															
	Replacement Plan for Wired															
	Voice equipment Developed															
	voice equipment beveloped	0	0	0	120	240	300	0	d	0	17	25	32	137	265	332
	Develop Plans	0				12	24	0	0		17 32	33	38	44		62
							48							199		
	Develop Estimates	0			9	24		0	0		190	220	204			252
	Review submitted projects	0		0	60	96 0	120	0	0		115	119		175		250
	Perform Risk assessment	0	0	0	0	0	0	0	- 0	0	6	6	6	6	6	6
	Prepare documents for	_	_					_		_						
	changes	0	0	0	12	12	12	0	0		45	31	31	57		43
	Test and evaluate plans	0	0	0	240	300	300	0	0		23	25	26	263	325	326
	Perform backup	0	0	0	0	0	0	0	0	0	389	390	389	389	390	389
	A Device and Service								1							
	Provided													0	0	0
	Circuits troubleshot and								l							
	troubles cleared	0	0	0	24	36	36	0	0		64	37	50	88		86
	Voice Circuit Installed	0		0	12	12	12	0			204	206	203	216		215
	Voice Circuit Upgraded	0		0	3	4	3	0	0		5	6	8	8		11
	Voice Circuit Disconnected	0	0	0	2	1	0	0	0	0	6	7	8	8	8	8
	ISDN Circuit requested to be								1				1		1	
	installed	4	2	4	3	3	2	0	0	0	4	8	6	11	13	12
	ISDN Circuit requested to be															
	disconnected	2	1	2	15	5	10	0	O	0	1	3	1	18	9	13
	DSL Circuit requested to be															
I	installed	4	2	4	0	0	0	0	o d	0	12	5	15	16	7	19
				1	Ů										· · · ·	

	DSL Circuit Requested to be									1						
	Disconnected		0	2			0				_	_			_	40
-	Cable Modem requested to	1	0		0	0	U	0	0	0	5	5	8	6	5	10
			0	0	2			0					47			40
-	be installed DSL Circuit Requested to be	0	0	0		2		- 0	0	0		4	17	4	6	19
										١ .						
	Disconnected	0	0	0	0	0	0	0	0		1	1	3	1	1	3
	Telephone service added	0	0	0	12	36	36	12	12		572	585	628	596	633	670
	Telephone Service Moved	0	0	0	240	36	360	13	124	120	638	860	743	891	1020	1223
	Telephone Service Changed															
		0	0	0	240	360	360	6	24		732	705	690	978	1089	1056
	Telephone Service Deleted	0	0	0	180	240	240	12	12		116	163	121	308	415	373
	Voicemail account moved	0	0	0	120	240	240	0	0		100	140	133	220	380	373
	Voicemail account added	0	0	0	120	240	240	12	7	7	308	509	477	440	756	724
	Voicemail account Changed															
	ļ <u>.</u>	0	0	0	120	240	240	12	12	12	171	248	144	303	500	396
	Voicemail account De-															
	installed	0	0	0	60	60	60	0	0		233	330	171	293		231
	Voicemail Menu Created	0	0	0	0	0	0	0	0		27	154	43	27	154	43
	Voicemail Menu Modified	0	0	0	0	0	0	0	0	0	54	171	88	54	171	88
	Voicemail System Backed															
	Up	0	0	0	0	0	0	0	0	0	1138	1145	1143	1138	1145	1143
	Switchboard Operator Calls															
	Processed (District HQ)	0	0	0	0	0	0	0	0	0	65608	56385	60000	65608	56385	60000
	Audio Conference Bridge															
	Modified	0	0	0	0	0	0	0	0	0	455	405	422	455	405	422
	PBX or Key System Installed															
	, ,	0	0	0	0	0	0	0	0	0	420	1	1	420	1	1
	Preventative maintenance on															
	a PBX or Key system															
	performed	0	0	0	0	0	0	0	0	0	20	261	250	20	261	250
	PBX or Key System backup						-									
	performed	0	0	0	0	0	0	0	0	0	1126	1493	1491	1126	1493	1491
	Problem on a PBX or Key	Ť	Ť	Ĭ	·		·	Ť		Ť	1120	1.100		1120	1.00	
	System Resolved	0	0	0	0	0	0	0	0	0	80	108	104	80	108	104
	System Resolved PBX or Key System Program			Ŭ	Ü		U	·			- 00	100	104	- 00	100	104
	Change made	0	0	0	0	0	0	0	0	0	368	348	323	368	348	323
	Call accounting system	U	U	U	U	U	U	U	U	0	300	340	323	300	340	323
	Managed	0	0	0	0	0		0	0	0	2952	2571	2568	2952	2571	2568
	Call Accounting Report	U	U	U	U	U	U	0	U	U	2952	25/1	2000	2952	25/1	2000
			0									0.4	00		0.4	00
	generated Backup of the call accounting	0	0	0	0	0	0	0	0	0	44	24	20	44	24	20
										١ .	700	700	700	700	=00	700
	system	0	0	0	0	0	0	0	0	0	730	732	730	730	732	730
	Outside cable plant installed															
		0	0	0	0	0	0	0	0	0	13	6	4	13	6	4
	Outside cable plant															
	Maintained	0	0	0	0	0	0	0	0	0	3	3	3	3	3	3
	Outside cable plant															
	Troubleshot	0	0	0	6	6	6	0	0	0	81	63	62	87	69	68
	Outside cable plant															
	Upgraded	0	0	0	0	0	0	0	0		5	3	3	5	3	3
	Inside cable plant installec	250	500	500	45	60	72	0	0	0	294	174	318	589	734	890
	Inside cable plant Maintained															
<u> </u>	<u> </u>	45	145	250	210	300	360	0	0	0	224	213	217	479	658	827
	Inside cable plant															
	Troubleshot '	125	250	500	66	72	84	0	0	0	387	406	333	578	728	917
	Inside cable plant Upgraded															
		250	1200	2500	0	0	0	0	0	0	170	90	168	420	1290	2668
	inside cable plant Upgraded	250	1200	2500	0	0	0	0	0	0	170	90	168	420	1290	26

	Documentation of Alterations		1													
	to Communications															
	Infrastructure															
		15	15	20	255	360	432	0	0	0	237	364	354	507	739	806
C.5.3.3	Data Services Wired															
	Planning and Management of															
	Projects															
	Develop network tactical,															
	strategic, and project plans,															
	including documentation	12	15	15	2	2	2	0	0	0	9	9	10	23	26	27
	Develop network design															
	plans including cost															
	estimates.	10	12	12	6	8	12	0	0	0	27	32	33	43	52	57
	Review submitted projects,							_	_							
	specifications and designs. Perform risk assessments for	24	29	48	18	24	36	0	0	0	17	25	26	59	78	110
		4.0									=0	==	==		=0	
	planned changes Prepare, plan and document	10	12	14	6	6	8	0	0	0	52	52	52	68	70	74
	planned configuration															
	changes	10	14	12	24	30	36	0	0	0	60	61	61	94	105	109
	Test and evaluate planned	10	14	12	24	30	30	U	U	U	60	01	01	94	105	109
	configuration changes.	20	36	48	18	24	30	0	0	0	134	135	144	172	195	222
	Perform back-up of planned	20	30	40	10	24	30	0	-	U	134	100	144	172	195	222
	configuration change	730	732	730	24	30	36	0	0	0	211	257	256	965	1019	1022
	Support Operate and	700	.02				- 00		·	Ĭ		201	200	000	1010	TOLL
	Maintain															
	Troubleshoot and clear wired															
	data circuit service problems	60	120	60	240	240	240	3	3	3	26	26	26	329	389	329
	Install wired data circuits	70	85	65	60	60	60	0	0	0	247	207	205	377	352	330
	Upgrade wired data circuits	43	65	50	0	0	0	0	0	0	110	75	75	153	140	125
	Request Wired data circuits		i													
	disconnect	5	25	20	60	60	60	0	0	0	63	60	61	128	145	141
	Move Wired data circuits	10	15	20	180	180	180	0	0	0	125	110	108	315	305	308
	Update and maintain Network															
	documentation	50	50	50	300	300	300	0	0	0	84	163	196	434	513	546
	Add routers to your network															
	(*Note data for layer 2 and															
	layer 3 switches is input into															
	the separate switch area that															
	follows)	15	75	25	2	3	4	0	0	0	10	9	8	27	87	37
	Remove routers from your															
	network	4	4	4	2	3	4	0	0	0	15	11	8	21	18	16
	Move routers on your															
	network	10	12	12	1	1	1	0	0	0	8	9	8	19	22	21
	Upgrade the software on								_							
	your routers	4	4	4	12	24	4	0	0	0	38	29	47	54	57	55
	Upgrade the hardware on															
	your routers Replace failed hardware	8	16	20	0	4	8	0	0	0	10	11	33	18	31	61
	'															
	components on your routers Modify the configuration of	4	4	4	0	- 1	- 2	0	0	0	10	11	12	14	16	18
	the routers on your network	60	125	120	300	300	300	0		0	96	181	152	456	606	572
	the routers on your network	60	125	120	300	300	300	0	0	0	96	181	152	456	606	5/2
	Troubleshoot router problems	120	240	200	36	42	48	0	0	0	126	116	128	282	398	376
	Contact technical support for	120	240	200	30	42	40	- 0	-	U	120	110	120	202	390	3/6
	router problems	12	24	24	4	6	6	3	3	3	42	44	50	61	77	83
	Perform preventive	12	24	24			- 0	_			-12	-1-4	30	31		- 55
	maintenance on routers	12	12	12	192	192	216	0	0	0	44	44	44	248	248	272
	mando on rodiole	12	12	12	102	132	210				-14	-1-4	-1-1	240	2-10	212

					1											
	Add switches to your network															
	(layer 2 and 3 switches)	35	130	125	1	14	8	0	0	0	87	148	121	123	292	254
	Remove switches from your				Ŷ											
	network	2	2	2	0	0	0	0	1	0	84	94	104	86	97	106
	Move switches on your															
	network	12	12	12	0	6	8	0	0	0	62	63	63	74	81	83
	Upgrade the software on															
	your switches	4	4	4	21	21	42	2	2	2	254	280	296	281	307	344
	Upgrade the hardware on															
	your switches	4	12	12	0	2	2	0	0	0	18	27	32	22	41	46
	Replace failed hardware															
	components on your switches	2	4	4	8	12	12	0	0	0	18	21	21	28	37	37
	Modify the configuration of															
	the switches on your network	365	366	365	255	378	516	10	10	10	454	554	544	1084	1308	1435
	Troubleshoot switch															
	problems	48	48	48	60	60	60	5	5	5	266	282	268	379	395	381
	Contact technical support for															
	switch problems	12	12	12	12	18	18	0	0	0	28	40	53	52	70	83
	Perform preventive															
	maintenance on switches	12	12	12	0	0	0	0	0	0	336	336	338	348	348	350
	Add hubs to your network	8	0	0	0	0	0	0	0	0	38	48	48	46	48	48
	Remove hubs from your															
	network	4	8	0	0	12	10	0	0	0	180	87	57	184	107	67
	Move hubs on your network	0	0	0	0	0	0	0	0	0	33	33	33	33	33	33
	Upgrade the software on															
	your hubs	0	0	0	0	0	0	0	0	0	12	12	12	12	12	12
	Upgrade the hardware on															
	your hubs	0	0	0	0	0	0	0	0	0	4	4	4	4	4	4
	Replace failed hardware															
	components on your hubs	0	0	0	0	0	0	0	0	0	4	5	4	4	5	4
	Modify the configuration on															
	the hubs on your network	0	0	0	0	0	0	0	0	0	12	12	12	12	12	12
	Troubleshoot hub problems	12	0	0	12	12	6	0	0	0	49	55	49	73	67	55
	Contact technical support for															
	hub problems	6	0	0	0	0	0	0	0	0	7	6	6	13	6	6
	Perform preventive															
	maintenance on hubs	0	0	0	1	6	6	0	0	0	0	0	0	1	6	6
	Add DSU/CSU's to your															
	network (This section also															
	includes modular DSU/CSU's															
	that are part of a															
	router/switch)	4	4	4	1	6	6	0	0	0	1	1	0	6	11	10
	Remove DSU/CSU from your															
	network	0	0	0	2	4	4	0	0	0	0	0	0	2	4	4
	Move DSU/CSU on your															
	network	2	2	2	0	0	8	0	2	0	0	5	0	2	9	10
	Upgrade the software on															
	your DSU/CSU	4	4	4	0	0	0	0	0	0	0	0	0	4	4	4
	Upgrade your DSU/CSU	2	2	2	0	0	0	0	0	0	0	0	0	2	2	2
	Replace failed DSU/CSU	4	4	4	0	0	0	0	0	0	1	1	1	5	5	5
	Modify the configuration on		İ													
	DSU/CSU	4	4	4	48	48	48	0	0	0	0	0	0	52	52	52
	Troubleshoot DSU/CSU															
	problems	12	12	12	6	10	12	0	0	0	7	1	1	25	23	25
	Contact technical support for		İ													
	DSU/CSU problems	1	1	1	0	0	0	1	1	1	7	1	1	9	3	3
-			- 1													

	Add CODEC's to your		1							1						
	network	0	0	0	0			0								
	Remove CODEC's from your	0	0	0	0	0	0	0	0	0	0	0	U	0	0	0
	network	0	0	0	0	0	0	0	0	0	0	0		0	0	
	Move CODEC'S on your	U	U	0	- 0	U	U	- 0	U	0	0	U	U	U	- 0	U
	network	0	0	0	0	0	0	0	0	0	0	0		0	0	
	Upgrade the software on	U	U	0	- 0	U	U	- 0	U	0	0	U	U	U	- 0	U
	your CODEC'S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Upgrade the hardware on	_			_	_	_	_	_	_		_	_	_	_	_
	your CODEC'S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Replace failed hardware															
	components on your	_			_	_	_	_	_	_		_	_	_	_	_
	CODEC'S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Modify the configuration of															
	the CODEC'S on your															
	network	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Troubleshoot CODEC'S															
	problems	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
I	Contact technical support for															
	CODEC'S problems	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
I	Perform preventive															
	maintenance on CODEC'S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
I	1															
	Add sensors to your network	0	0	0	0	0	0	0	0	0	0	0	2	0	0	2
	Remove sensors from your															
	network	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Move sensors on your															
	network	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Upgrade the software on															
	your sensors	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Upgrade the hardware on															
	your sensors	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Replace failed hardware															
	components on your sensors	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Modify the configuration of															
	the sensors on your network	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Troubleshoot sensor															
	problems	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Contact technical support for															
	sensor problems	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Perform preventive															
	maintenance on sensors	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
	Add monitors/displays to															
L	your network	4	4	6	0	0	12	0	0	0	0	7	3	4	11	21
	Remove monitors/displays															
L	from your network	4	4	4	0	0	0	0	0	0	0	0	0	4	4	4
	Move monitors/displays on															
	your network	4	4	12	0	0	12	0	0	0	0	0	0	4	4	24
	Upgrade the software on															
I	your monitors/displays	4	4	4	0	0	0	0	0	0	0	0	0	4	4	4
	Upgrade the hardware on		1						-	Ī	Ī	1	1	<u> </u>		
I	your monitors/displays	4	4	4	0	0	0	0	0	0	0	0	2	4	4	6
	Replace failed hardware		1						-	<u> </u>	Ī	1		i		
	components on your															
	monitors/displays	4	4	4	0	0	0	0	0	0	0	2	2	4	6	6
	Modify the configuration of		1		Ť	Ť	Ť	Ť	Ť	Ť	Ť	_	_	i -	Ť	Ť
I	the monitors/displays on your															
	network	4	4	4	0	0	12	n	0	0	0	n	2	4	4	18
	,				Ū			Ū								

	Troubleshoot		1							1						
	Troubleshoot				0		40				0					00
	monitors/displays problems	4	4	4	0	0	12	0	0	0	0	2	4	4	6	20
	C															
	Contact technical support for				_	_	_	_	_	_	_	_		_		
	monitors/displays problems	4	4	4	0	0	3	0	0	0	2	0	3	6	4	10
	Perform preventive															
	maintenance on															
	monitors/displays	0	0	0	0	0	0	0	0	0	0	0	4	0	0	4
	Add video input device to															
	your network	0	0	0	0	0	12				70	15	10	70	15	22
	Remove video input device															
	from your network	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Move video input device on															
	your network	0	0	0	0	0	12	0	0	0	0	1	0	0	1	12
	Upgrade the software on															
	your video input device	0	0	0	0	0	0	0	0	0	2	1	4	2	1	4
	Upgrade the hardware on															
	your video input device	0	0	0	0	0	0	0	0	0	0	13	3	0	13	3
	Replace failed hardware															
	components on your video								1							
Ī	input device	0	0	0	0	0	4	0	0	0	0	2	2	0	2	6
	Modify the configuration of						_									
Ī	the video input device on															
	your network	0	0	0	0	0	12	0	0	0	3	15	8	3	15	20
	Troubleshoot video input		- v				12					10	-	J	- 10	20
	device problems	0	0	0	0	0	4	0	0	0	0	9	2	0	9	6
	device problems	U	U	U	U	U	- 4	U		1 0	U	9		U	9	
	Contact technical support for															
	video input device problems		0													
	Perform preventive	0	0	0	0	0		0	0	0	0	9		0	9	4
	maintenance on video input															
	device	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
	Add data services wired															
	faxes to your network (such															
	as stand alone faxes, not fax															
	functions supported by PC															
	modem cards)	0	0	0	4	6	6	0	0	1	0	0	1	4	6	8
	Remove faxes from your															
	network	0	0	0	3	4	6	0	1	1	0	0	0	3	5	7
	Move faxes on your network	0	0	0	6	8	8	5	1	1	0	0	0	11	9	9
	Upgrade the software on															
	your faxes	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Replace failed hardware															
Ī	components on your faxes	0	0	0	6	6	8	4	5	4	0	0	1	10	11	13
	Modify the configuration of															
	the faxes on your network	0	0	0	0	0	0	3	3	3	0	0	1	3	3	4
	Troubleshoot fax problems	0		0	60	60		11	6		0	0	1	71	66	66
	Contact technical support for					-			l -	<u> </u>						
	fax problems	0	0	0	6	6	6	10	4	. 5	0	0	1	16	10	12
	Perform preventive		Ŭ	Ŭ		·	·			Ĭ				10		12
	maintenance on faxes	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
	Perform preventive	- 0	U	- 0	- 0	- 0	0	- 0	-		- 0	- 0	-	0	0	-
	maintenance on emergency								1							
	wired data network															
	components	_	0	0		11		0			_	_	_	4.4		
!		0	0	0	11	11	11	- 0	0	0	0	0	0	11	11	11
	Add other types of wired data	45-	0.5			_	_	_		_						
	network components	125	390	60	0	0	0	0	0	0	82	70	66	207	460	126
	<u> </u>								1							
	Remove other types of wired															
	data network components	45	70	70	0	0	0	0	0	0	43	43	43	88	113	113
													_		_	

data network components		Move other types of wired															1
Upgrade software on other types of wired data network components network of the part of the types of wired data network of the part of the types of wired data network of the part of the types of wired data network of the part of the p			12	12	12	0	0	0	0	0	0	35	41	47	47	53	59
Sypes of wired data network			12	12	12	0	- 0		- 0	- 0		33	41	47	47	33	33
Components																	
Upgrade hardware on other types of wired data network components o			70	400	400	0	0	0	0	0	0	25	25	25	OF.	42E	425
lypes of wired data network components			70	400	400	U	U	- 0	- 0	- 0	- 0	25	20	20	33	420	423
Components																	
Replace failed parts on other types of wired data network components			70	25	25	0	0		0	0	0		0		70	44	20
types of wired data network components			70	35	35	0	0	U	0	- 0	- 0	- 0	9	- 4	70	44	39
Components																	
Modify configuration of other types of wired data network components						_	_	_	_	_							
types of wired data network components			10	12	12	0	0	0	0	0	0	13	13	13	23	25	25
Components																	
Troubleshoot other types of wired data network components Ocntact technical support for other types of wired data network components Perform preventive maintenance on other types of wired data network components Provide modified documentation after new installs/upgrades for other types of wired data network components Provide modified documentation after new installs/upgrades for other types of wired data network components Provide modified documentation after new installs/upgrades for other types of wired data network components Any other instances of unique Services' Services not covered in the other forms. Any other instances of unique data services and occurred the other forms. Provide user raning for wired data services and occurred the data services and occurred data services and occurred the other forms. In the other forms are one of the occurred data services and occurred data services are occurred and occurred data services and occurred data services and occurred data services and occurred data services are occurred data services and occurred data services are occurred data services and occurred data services are occurred data services and occurred data services are occurred data services and occurred data services are occurred data services and occurred data services are occurred data services and occurred data services are occurred data services and occurred data services are occurred data services and occurred data services are occurred data services and occurred data services are occurred data services and occurred data services are occurred data services and occurred data services are occurred data services and occurred data services are occurred data services and occurred data services are occurred data services are occurred data services are occurred data services occurred data services occurred data services occurred data services occurred data services occurred data services occurred data services occurred data services occurred data services occurred data services occurred data serv																	
wired data network components			750	1250	1250	0	0	0	0	0	0	60	60	60	810	1310	1310
Components																	
Contact technical support for other types of wired data network components																	
other types of wired data network components 52 52 52 0 0 0 0 0 0 0 11 11 11 11 63 63 63 63 63 63 63 64 64 64 64 64 64 64 64 64 64 64 64 64			1000	1500	1500	0	0	0	0	0	0	197	197	203	1197	1697	1703
network components																	
Perform preventive maintenance on other types of wired data network components 60 120 120 0 0 0 0 0 0 18 18 18 78 138 138 Provide modified documentation after new installs/luggrades for other types of wired data network components 12 12 12 12 0 0 0 0 0 0 0 2 2 2 2 14 14 14 14 Any other instances of unique Services/Functions related to wired data services Services not covered in the other forms. 0 0 0 0 0 0 0 0 0 0 0 281 286 289 281 286 288 Provide user training for wired data services 120 120 120 120 24 24 24 0 0 0 83 51 96 227 195 240 Number of help desk requests in support of wired data services 3600 5000 5000 240 360 360 12 27 24 3260 3360 3360 3360 37112 8747 8744 Install inside cable in support of wired data services 45 145 250 120 180 180 0 0 0 284 170 164 449 495 594 Troubleshoot inside cable in support of wired data services 250 500 120 180 180 0 0 0 234 264 264 479 694 944 Uggrade inside cable in support of wired data services 250 1200 2500 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		other types of wired data															
maintenance on other types of wired data network components Provide modified documentation after new installs/upgrades for other types of wired data network components 12 12 12 0 0 0 0 0 0 2 2 2 2 14 14 14 14 14 14 14 14 14 14 14 14 14		network components	52	52	52	0	0	0	0	0	0	11	11	11	63	63	63
of wired data network components 60 120 120 0 0 0 0 0 18 18 18 18 78 138 138		Perform preventive															
of wired data network components 60 120 120 0 0 0 0 0 18 18 18 18 78 138 138	Ī	maintenance on other types															
Components	I																
Provide modified documentation after new installs/upgrades for other types of wired data network components		components	60	120	120	0	0	0	0	0	0	18	18	18	78	138	138
installs/upgrades for other types of wired data network components																	
installs/upgrades for other types of wired data network components		documentation after new															
Suppose of wired data network 12 12 12 12 12 13 14 14 14 14 14 14 14																	
Components																	
Any other instances of unique Services/Functions related to wired data services and covered in the other forms. O O O O O O O O O O O O O O O O O O O			12	12	12	0	0	0	0	0	0	2	2	2	14	14	14
Services/Functions related to wired data services Services not covered in the other forms.			12	12	12			·	·		U						
wired data services * Services not covered in the other forms.																	
Services not covered in the other forms. O 0 0 0 0 0 0 0 0 0 281 286 289 281 286 289 Provide user training for wired data services 120 120 120 24 24 24 0 0 0 83 51 96 227 195 240 Number of help desk requests in support of wired data services 3600 5000 5000 240 360 360 12 27 24 3260 3360 3360 7112 8747 8744 Install inside cable in support of wired data services 1000 2500 2500 6 6 6 6 0 0 0 334 387 238 1340 2893 2744 Maintain inside cable in support of wired data services 45 145 250 120 180 180 0 0 0 284 170 164 449 495 594 Troubleshoot inside cable in support of wired data services 250 120 2500 0 0 0 0 0 0 0 0 153 33 33 403 1233 2533 Install outside cable in support of wired data services 250 120 2500 0 0 0 0 0 0 0 0 0 11 14 16 11 14 16 Maintain outside cable in support of wired data services 250 120 2500 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0																	
other forms. 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 281 286 289 281 286 289 281 286 289 281 286 289 281 286 289 281 286 289 281 286 289 281 286 289 281 286 289 281 286 289 281 286 289 281 286 289 281 286 289 281 286 289 281 286 289 281 280 280 280 240 240 24 <																	
Provide user training for wired data services 120 120 120 24 24 24 0 0 0 0 83 51 96 227 195 240 Number of help desk requests in support of help desk requests in support of wired data services 3600 5000 5000 240 360 360 12 27 24 3260 3360 3360 7112 8747 8744 Install inside cable in support of wired data services 1000 2500 2500 6 6 6 6 0 0 0 334 387 238 1340 2893 2744 Maintain inside cable in support of wired data services 45 145 250 120 180 180 0 0 0 284 170 164 449 495 594 Troubleshoot inside cable in support of wired data services 125 250 500 120 180 180 0 0 0 234 264 264 479 694 944 Upgrade inside cable in support of wired data services 250 1200 2500 0 0 0 0 0 0 0 153 33 33 403 1233 2533 Install outside cable in support of wired data services 0 0 0 0 0 0 0 0 0 0 0 0 11 14 16 11 14 16 Maintain outside cable in support of wired data services 0 0 0 0 0 0 0 0 0 0 0 0 2 2 2 2 2 2 2																	
Wired data services 120 120 120 24 24 24 24 0 0 0 83 51 96 227 195 240			0	0	0	0	0	0	0	0	0	281	286	289	281	286	289
Number of help desk requests in support of wired data services 3600 5000 5000 240 360 360 12 27 24 3260 3360 3360 7112 8747 8744 8744 Install inside cable in support of wired data services 1000 2500 2500 6 6 6 6 0 0 0 334 387 238 1340 2893 2744 Maintain inside cable in support of wired data services 45 145 250 120 180 180 0 0 0 284 170 164 449 495 594 Troubleshoot inside cable in support of wired data services 125 250 500 120 180 180 0 0 0 234 264 264 479 694 944 Upgrade inside cable in support of wired data services 250 1200 2500 0 0 0 0 0 0 0 153 33 33 403 1233 2533 Install outside cable in support of wired data services 0 0 0 0 0 0 0 0 0 0 0 11 14 16 11 14 16 Maintain outside cable in support of wired data services 0 0 0 0 0 0 0 0 0 0 0 0 0 0 2 2 2 2 2									_	_							
requests in support of wired data services 3600 5000 5000 240 360 360 12 27 24 3260 3360 3360 7112 8747 8744 8744 8744 8744 8744 8744 874			120	120	120	24	24	24	0	0	0	83	51	96	227	195	240
data services 3600 5000 5000 240 360 360 12 27 24 3260 3360 3360 7112 8747 8744																	
Install inside cable in support of wired data services																	
Of wired data services		data services	3600	5000	5000	240	360	360	12	27	24	3260	3360	3360	7112	8747	8744
Of wired data services																	
Maintain inside cable in support of wired data services																	
Support of wired data Services 45			1000	2500	2500	6	6	6	0	0	0	334	387	238	1340	2893	2744
Services		Maintain inside cable in															
Troubleshoot inside cable in support of wired data services 125 250 500 120 180 180 0 0 0 234 264 264 479 694 944 Upgrade inside cable in support of wired data services 250 1200 2500 0 0 0 0 0 0 0 153 33 33 403 1233 2533 Install outside cable in support of wired data services 0 0 0 0 0 0 0 0 0 0 11 14 16 11 14 16 Maintain outside cable in support of wired data services 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		support of wired data															
support of wired data services 125 250 500 120 180 180 0 0 0 234 264 264 479 694 944 Upgrade inside cable in support of wired data services 250 1200 2500 0 0 0 0 0 0 153 33 33 403 1233 2533 Install outside cable in support of wired data services 0 0 0 0 0 0 0 0 0 0 11 14 16 11 14 16 Maintain outside cable in support of wired data services 0 0 0 0 0 0 0 0 0 0 0 0 2 2 2 2 2 2 2			45	145	250	120	180	180	0	0	0	284	170	164	449	495	594
Services 125 250 500 120 180 180 0 0 0 234 264 264 479 694 944		Troubleshoot inside cable in															
Services 125 250 500 120 180 180 0 0 0 234 264 264 479 694 944	Ī	support of wired data															
Upgrade inside cable in support of wired data services 250 1200 2500 0 0 0 0 0 0 153 33 33 403 1233 2533 Install outside cable in support of wired data services 0 0 0 0 0 0 0 0 0 0 11 14 16 11 14 16 11 14 16 Maintain outside cable in support of wired data services 0 0 0 0 0 0 0 0 0 0 0 2 2 2 2 2 2 2 Troubleshoot outside cable in support of wired data	I	services	125	250	500	120	180	180	0	0	0	234	264	264	479	694	944
support of wired data services 250 1200 2500 0 0 0 0 0 153 33 33 403 1233 2533 Install outside cable in support of wired data services 0 0 0 0 0 0 0 0 0 11 14 16 11 14 16 Maintain outside cable in support of wired data services 0 0 0 0 0 0 0 0 0 2 <																	
Services 250 1200 2500 0 0 0 0 0 0 153 33 33 403 1233 2533	Ī																
Install outside cable in support of wired data services 0 0 0 0 0 0 0 0 0 0 11 14 16 11 14 16 16 Maintain outside cable in support of wired data services 0 0 0 0 0 0 0 0 0 0 0 2 2 2 2 2 2 2 2	I		250	1200	2500	0	0	0	0	0	0	153	33	33	403	1233	2533
Support of wired data Services				50		Ť	Ť	Ť	Ť		Ĭ	. 50	30	30	.50	50	
Services	I																1
Maintain outside cable in support of wired data services 0 0 0 0 0 0 0 0 0 0 2 2 2 2 2 2 2 Troubleshoot outside cable in support of wired data	I		n	0	Ō	0	n	0	0	n	0	11	14	16	11	14	16
support of wired data 0 0 0 0 0 0 0 0 0 0 0 2	—		U	J	U	J	J	- 0	0	- 0	- 0	<u> </u>	14	10	<u>''</u>		10
services 0 0 0 0 0 0 0 2 2 2 2 2 Troubleshoot outside cable in support of wired data support of wired data support of wired data support of wired data support of wired data support of wired data	Ī																
Troubleshoot outside cable in support of wired data	Ī		_	_	_	_	_	_	_	^	_	_	_	_	_	^	_
support of wired data	—		U	U	U	U	U	0	0	0	- 0	2	2	2	2	2	2
	I																
	Ī			_	_	_	_	_		_				ا. ر		=-	l
0 0 0 0 0 0 0 0 0 0 10 14 07 70 14		services	0	0	0	0	0	0	0	0	0	67	70	14	67	70	14

	Upgrade outside cable in															
	support of wired data															
	services	0	0	0	0	0	0	0	0	0	1	1	0	1	1	0
C.5.3.4.	VTC/Video Services															
	Project Planning and															
	Management															
	A Project Completed	0	0	0	2	2	2	0	0	0	2	6	3	4	8	5
	An approval or a Needs															i '
	Assessment for new															i '
	systems, major upgrades, or															i '
	modifications submitted	0	0	0	2	2	2	0	0	0	2	5	3	4	7	5
	Install, Operate and Maintain															i '
	Video Teleconferencing															İ
	Services															
	Process FTS requests for															i '
	VTC service.	0	0	0	0	0	0	0	0	0	1129	1213	160	1129	1213	160
	Process FTS Disconnect															i '
	Orders for VTC services.	0	0	0	0	0	0	0	0	0	20	20	1	20	20	1
	Install Video															i '
	Teleconferencing Equipment															i '
	8 1 11 51 151	0	0	0	2	2	2	0	0	0	16	24	9	18	26	11
	Resolve problems with Video															i '
	Teleconferencing Equipment	_	_	_				_	_	_						'
	D. C. BM Ville	0	0	0	24	24	24	0	0	0	37	48	46	61	72	70
	Perform PM on Video															i '
	Teleconferencing Equipment	_	_	_	_	_	_	_	_	_						
	De-install Video	0	0	0	0	0	0	0	0	0	252	348	384	252	348	384
																i '
	Teleconferencing Equipment									١ .						
	Danah ia dankan idah	0	0	0	1	1	1	0	0	0	3	16	12	4	17	13
	Resolve desktop video															i '
	teleconferencing equipment problems				0		40			١.	20	00	00	00	00	0.4
	Move video teleconferencing	0	0	U	0	0	48	0	1	1	32	32	32	32	33	81
	equipment or services															i '
	equipment of services	0	0	0	120	120	120	0	0	0	228	264	384	348	384	504
	Add video teleconferencing	U	U	U	120	120	120	- 0	U	U	220	204	304	340	304	504
	equipment or services	0	0	0	2	2	2	0	0	0	74	73	66	76	75	68
	Change video	0	- 0	-				- 0	-	0	74	73	- 00	70	13	- 00
	teleconferencing equipment															İ
	or services, including															İ
	configuration modification.	0	0	0	120	120	120	0	0	0	76	76	76	196	196	196
	Delete video teleconferencing		·	·	120	120	120		·		- 70	70	70	150	100	130
	equipment or services															i
	equipment of services	0	0	0	1	1	1	0	0	0	24	24	24	25	25	25
	Provide user training for		Ů	·	-				·	Ť						
	video teleconferencing															İ
	equipment or services	0	0	0	60	60	60	0	0	0	38	140	159	98	200	219
	Move CCTV equipment or	-					-									
	services	0	0	0	0	0	0	0	0	0	1	14	8	1	14	8
	Add CCTV equipment or															
	services	0	0	0	0	0	0	0	0	0	1	14	7	1	14	7
	Change CCTV equipment or															
	services	0	0	0	0	0	0	0	0	0	1	12	6	1	12	6
	Delete CCTV equipment or															
	services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Move surveillance systems			_			_		_							
	equipment or services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Add surveillance systems															
	equipment or services	0	0	0	0	0	0	0	0	0	1	2	3	1	2	3

	Change surveillance systems	- 1	-		1 1			1		1	1					
	equipment or services															
	D. I. I	0	0	0	0	0	0	0	0	0	1	1	1	1	1	1
	Delete surveillance systems															
	equipment or services	0	0	0	0	0	0	0	0		0	0	0	0	0	0
	Move streaming video															
	equipment	0	0	0	0	0	0	0	0	0	3	0	0	3	0	0
	Add streaming video															
	equipment	0	0	0	0	0	0	0	0	0	7	6	6	7	6	6
	Change streaming video															
	equipment	0	0	0	0	0	0	0	0	0	10	10	17	10	10	17
	Delete streaming video															
	equipment	0	0	0	0	0	0	0	0		1	1	1	1	1	1
	Requests for video capture	0	0	0	0	0	0	0	0		4	3	3	4	3	3
	Requests for video archive	0	0	0	0	0	0	0	0	0	6	24	42	6	24	42
	Number of help desk															
	requests in support of Video															
	services	0	0	0	0	0	0	16	16	16	427	421	403	443	437	419
	Instances of unique															
I	applications related to video															
L	services	12	12	12	0	0	0	0	0	0	6	5	4	18	17	16
	Install inside cable in support															
	of video services	0	0	0	2	2	2	0	0	0	9	8	7	11	10	9
	Maintain inside cable in															
	support of video services	0	0	0	1	1	1	0	0	0	2	2	2	3	3	3
	Troubleshoot inside cable in									_						
	support of video services	0	0	0	1	1	1	0	0	0	30	3	5	31	4	6
	Upgrade inside cable in	Ŭ			1			Ů				Ŭ		- 0.		
	support of video services	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0
	Install outside cable in	Ŭ			Ť			Ů		Ĭ	Ť	i i	Ŭ			·
	support of video services	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0
	Maintain outside cable in	Ŭ			ď											0
	support of video services	0	0	٥	0	0	0	0	0	0	0	1	0	0	1	0
	Troubleshoot outside cable in	U	- 0	- 0	U	- 0	- 0	- 0	- 0	0	- 0	-	- 0	- 0	- '	0
	support of video services	0	0	0	0	0	0	0	0		0	1	0	0	1	0
	Upgrade outside cable in	U	- 0	- 0	U	- 0	0	- 0	0		- 0	- '	U	U	- '	- 0
	support of video services	0	0	٥	0	0	0	0	0	0	0	4	0	0	- 1	0
	Radio Services and	U	U	U	U	U	U	- 0	U	U		- '	U	U	- '	- 0
C.5.3.5	Support															
6.5.3.5	Project Planning and															
	Management			_												
	The number of Radio Service	0	0	0	0	0	0				1	1	1	1	1	1
	or Support projects you plan,															
	Install, Operate and Maintain															
	Radio Services and Support															
	Install, test and submit for															
	acceptance new or upgraded															
	systems	0	0	0	0	0	0				1	1	1	1	1	1
	Provide 'as built'															
	documentation of system	0	0	0	0	0	0				1	1	1	1	1	1
	Resolve radio equipment	T	T													
	problems	0	0	0	0	0	0				2	2	2	2	2	2
	Move mobile equipment	0	0	0	0	0	0				1	1	1	1	1	1
	Add mobile equipment	0	0	0	0	0	0				6	2	4	6	2	4
	Change mobile equipment	0	0	0	0	0	0				3	3	3	3	3	3
	De-install mobile equipment	0	0	0	0	0	0				0	0	0	0	0	0
	Move base station equipment															
	. ,	0	0	0	0	0	0				0	0	0	0	0	0
						_	_		_		_			_		_

Change base station equipment		Add base station equipment				1		1			1					
Change base station		Add base station equipment	0	0		0					0	١ ،	١ ،	0	0	0
equipment 0		Change base station		Ŭ				, ,			Ŭ					
De-install base station			0	0	(0	0	0			0	0	0	0	0	0
equipment															_	-
Move repeaters			0	0	(0	0	0			0	0	0	0	0	0
Add repeaters												0	0	0		0
Change repeaters																0
De-install repeaters								_								0
Move radio control consoles.																0
Add radio control consoles.			Ť	Ĭ		Ť	Ť				Ŭ	Ť	Ť		Ŭ	
Add radio control consoles		Word radio control conceles	0	0		0) (0	٥	٥	0	0	0
Change radio control consoles.		Add radio control consoles										0	0	_	-	0
Consoles.																_
De-install radio control			0	0	(0	0	0			0	0	0	0	0	0
Consoles.																_
Move data radios.			0	0		0) 0			0	0	0	0	0	0
Add data radios.												0	0			0
Change data radios.																0
De-install data radios.																0
Move AM radios.																n
Add AM radios.													_			0
Change AM radios.																0
De-install AM radios.																0
Move FM radios.													_			0
Add FM radios.																0
Change FM radios.												_	_			0
De-install FM radios.																0
Move Public Service Broadcast or information radios.												_	_			0
Broadcast or information radios.			- 0	U				, 0			U	0	0			- 0
radios.																
Add Public Service Broadcast or information radios.			0	0	,	,					0					0
Broadcast or information radios.			- 0	U				, ,			U	0	0		- 0	
radios.																
Change Public Service Broadcast or information radios. De-install Public Service Broadcast or information radios. 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0			0	0		,										0
Broadcast or information radios.	-		U	U		0	·	, ,			U	U	U	U	U	U
radios.																
De-install Public Service Broadcast or information radios. 0			0			,										
Broadcast or information radios. 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	-		- 0	U		0	·) 0			0	0	0	U	- 0	- 0
radios.																
Move radio or microwave tower.						,										0
tower. 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	-		- 0	U		0	·) 0			0	0	0	U	- 0	- 0
Add radio or microwave tower.						,										0
tower. 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0			U	U		0		, ,			U	U	U		U	U
Change radio or microwave tower. 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0			0			,										
tower. 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0			0	U		0	·	, ,			0	0	0	- 0	0	0
De-install radio or microwave tower.			0			,										
tower. 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0			0	U		0	· ·	, ,			U	0	0	U	U	U
Move radio control over IP device. 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0			_	_			_					_	_	_	_	
device. 0 0 0 0 0 0 0 0 0	—		0	0		0	- 0	0	1		0	0	0	0	0	0
Add radio control over IP device. 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0			_	_			_					_	_	_	_	
device.			0	0		0	(0			0	0	0		0	0
Change radio control over IP device.			_	_	_		_					_	_	_	_	
device.			0	0		0	C	0			0	0	0	0	0	0
De-install radio control over IP device. 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	I										I					
IP device. 0			0	0	C	0	0	0			0	0	0		0	0
Move terminating equipment											I					
			0	0	C	0 0	C	0			0	0	0	0	0	0
											I					
		(MUX)	0	0	C	0	C	0			0	0	0	0	0	0

 A I I I I I I I I I I I I I I I I I I I		1				1		1		1	1	1		
Add terminating equipment														
(MUX)	0	0	0	0	C) (0	0	0	0	0	0
Change terminating														
equipment (MUX)	0	0	0	0	C) (0	0	0	0	0	0
De-install terminating														
equipment (MUX)	0	0	0	0	C) (0	0	0	0	0	0
Perform preventive														l
maintenance on radio														
equipment	0	0	0	0	C	0			0	0	0	0	0	0
Remove and reinstall mobile														
radios for vehicle														
replacement	0	0	0	0	C) (0	0	0	0	0	0
Test and operate equipment														
in order to establish its														l
operating characteristic														
parameters and permissible														l
tolerances	0	0	0	0	C) (6	10	10	6	10	10
Programming radio user														
groups, frequencies, CTCSS,														
NACS, talk groups, user														
groups, and other required														
parameters.	0	0	0	0	C) (6	10	10	6	10	10
Radio Equipment and														
Spectrum XXI Information														l
System (IS) support														
Power systems installed	0	0	0	0					0	0	0	0	0	
Power systems de-installed	0	0	0	0					0	0	0	0	0	0
Power systems moved	0	0	0	0					0	0	0	0	0	0
Tower inspections	0	0	0	0					0	0	0	0	0	0
Replace tower lighting	0	0	0	0	C) (0	0	0	0	0	0
Request new frequency														
assignments.	0	0	0	0	C) (1	5	6	1	5	6
Review existing frequency														l
assignments (5-year update)														1
	0	0	0	0	C) (1	41	50	1	41	50
Report frequency														l
interference	0	0	0	0	C) (0	0	0	0	0	0
Interference cases														
investigated	0	0	0	0					0	0	0	0	0	0
Interference cases resolved	0	0	0	0	C) (0	0	0	0	0	0
Gather and compile radio							I							
equipment contract							I							
requirements	0	0	0	0	C) (0	0	0	0	0	0
Assist in the development of														
radio contract solicitation	0	0	0	0	C) (0	0	0	0	0	0
Assist in evaluation of														
solicitation bids	0	0	0	0	C	0 0			0	0	0	0	0	0